

Speed Queen, a leading manufacturer of commercial laundry equipment, faced in their machines, including vandalism and the cost of handling cash.



Speed Queen went cashless with UnattendedPayments from TNS – a solution that supports tap-and-go payments through cards and mobile wallets.



The transition to cashless payments significantly increased Speed Queen's revenue, with increases ranging from 25% to 400% across its different sites. The convenience of card payments. It improved customer satisfaction and reduced the operational burden of handling and securing cash.

Speed Queen is the world's largest manufacturer of commercial laundry equipment. Its machines are legendary for their reliability, underpinning the high performance its customers love.

For 110 years, Speed Queen's focus on cutting-edge control technology has made it a market leader. Taking their feet of laundrette machines cashless has been made possible by the adoption of tap-and-go payments via integrated UnattendedPayments terminals from ADVAM, a TNS company.

"The cutting-edge tech of Speed Queen matches very well with the TNS solution, with card payment systems, we're the only manufacturer that's able to offer a per machine card payment system, which is unique in the commercial laundry industry."

CEO, F.L. COSTELLO AND CO, A SPEED QUEEN DISTRIBUTOR

TNS' UnattendedPayments is the end-to-end solution that enables businesses to accept cashless payments via cards and mobile wallets. Adopting card payments has greatly increased revenue for Speed Queen, which in turn has laid a strong foundation for further growth.

"The least that we've experienced to date has been a 25% increase in revenue, with the largest site being a 400% increase in revenue. This is obviously a great benefit to the business and very quickly pays back the capital expense of putting card readers on machines.

The new solution has increased the overall reliability of machines, while also reducing incidences of vandalism, which previously risked taking machines out of action and disrupting revenue. There's no cash left in the machine, so there's no incentive for people to break into them and destroy them. We don't have bent coins and jammed coins – they are a thing of the past".

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