

CUSTOMER STORY

MIKKA MONITORS IN CASH PROCESSING DEVICES

Customer

Multi Cash Automation



Industry

Vending Machine Construction

Initial Situation and Requirements

Multi Cash Automation is one of the world's leading manufacturers of cash processing devices, enabling the secure and efficient counting, sorting and payout of various currencies.

The company needed a reliable user interface for their OptiCoin DNS coin counting devices that would ensure user-friendly operation and long-term planning security. Multi Cash was looking for a monitor model that would fit precisely into the designated slot of the coin counter.

The monitor needed to offer high touch precision and reliability, while also remaining available for reorder for several years to avoid costly adjustments to the machine housings.

Multi Cash also required prompt, personal support and the ability to flexibly implement individual customer requirements to ensure efficient collaboration.

Our Solutions and Results

After a comprehensive analysis of the installation situation, we selected the MK190XAMS monitor from our standard product range. The device, part of the "S-Line" Design Line, meets the highest standards in terms of precision fit. The monitor integrates seamlessly into the installation structure and is ideal for flush mounting.

The 19 inch monitor impresses with the following features:

- A 178° horizontal and vertical viewing angle provides clear visibility from almost any angle, making operation easier and enhancing user-friendliness.
- The anti-glare display reduces distracting reflections and ensures optimal visibility, even in bright environments.
- The multitouch display enables quick, smooth interactions and ensures precise, reliable touch inputs.
- The high-quality monitor components guarantee a long lifespan and reduce maintenance and replacement costs.



MIKKA Monitor Solution



MK190XAMS:

- 19 Inch
- Extended Viewing Angle
- Anti Glare
- Multitouch
- Design Line „S-Line“



Customer Benefits

- Long-term planning: MIKKA guarantees the availability of the selected monitor model for 5 years. After this period, MIKKA provides an identical replacement model.
- Short delivery times
- 3-year manufacturer warranty
- Sustainable monitor design ensures easy repairs when needed
- Individual, personal and expert customer support through our sales team in pre- and aftersales.
- Customised solutions, tailored to customer requirements, are feasible.

This is what Multi Cash says about our collaboration

"MIKKA enables us to respond flexibly to specific requirements and provides outstanding service through personal support and on-site visits. We particularly value the proximity of our company locations, as it promotes smooth collaboration and quick, personal exchange. The repurchase guarantee for our monitor model is of great importance to us – we can reorder the same device for up to five years and also receive perfectly matched successor models. This saves us time and costs, as our machine housings do not need to be adapted."

- Ing. DI (FH) Claus Germann, CEO of Multi Cash Automation

