



Corporate Profile *2020*

Founded in 1991, and with deep roots in Point of Sale and communications technology for the retail industry, Quest Payment Systems is a leading payments technology developer headquartered in Melbourne, Australia.

The company is led by an executive team with in-depth business and technical experience in the payments industry, and a proven track record of loyal long-term clients. Quest's clients benefit from the collective experience of Quest's people, many of whom are long term employees with a passion for payments and innovation.

Quest is a total payments solution provider; we deliver our customers bundled hardware, software, switching and

transaction routing solutions together with a range of services including Level 1, 2 and 3 support, software/hardware maintenance and professional consulting services.

All Quest solutions are developed in Australia by Quest's in-house industrial design, hardware and software engineering teams.

This is strategically important because it not only allows Quest to provide the highest level of customer support, but also ensures that the delivery of a solution is end-to-end, without reliance on components outside Quest's direct control.

Quest products and services are used in excess of 110,000 points of customer payment across Australia, New Zealand and the United Kingdom. Quest's clients, many of whom have been customers for over twenty years, include iconic brands such as BP Australia, Coles Group, Wesfarmers, ALDI Stores, Australia Post, New Zealand Post, Just Group, Mosaic Brands, Priceline, Chemist Warehouse, Electronics Boutique and ICM Amadeus.



Quest's financial institution customers include National Australia Bank, Westpac Corporation and Bendigo and Adelaide Bank. Quest is also used widely across the government sector including QLD, NSW, Victoria, and South Australia state governments, in segments which include public transportation and retail services.

More recently, Quest has opened new revenue opportunities for the Charity sectors in Australia and New Zealand by developing a range of contactless fundraising solutions for charities and non-profits that address the increasing decline of cash-based donations.

In response to a rapidly evolving payments landscape, Quest continues to invest heavily in new product development initiatives spearheaded by a dedicated in-house Innovation Hub.



Quest's Innovation team is instrumental in the design of many of Quest's innovative successes, including Australia's first mass-deployed mobile payment (MPOS) solutions, QR-code and OTP based Alternative Payment methods, e-ink loyalty cards, biometric EMV cards, and more recently the first live Australian EMV Tap and PIN on Phone solution for Android devices.

With traditional attended, unattended and mobile card payment terminal hardware solutions to suit diverse markets and requirements, Quest provides common firmware architecture across all devices resulting in software applications that can operate across all Quest developed hardware.

Complementing Quest's range of hardware devices, supplementary solutions include Loyalty, Gift/Prepaid Card, Unattended Fuel Dispensing, Alternative Payments, Wide Area Network Telecommunications, Transaction Network Routing and Switching and Device Estate Management.

With payments conducted every day in virtually every industry segment, Quest is a respected and trusted brand synonymous with innovation, product quality and value for money.

Quest Global Headquarters

Hawthorn, Australia, due for completion 2022

Purpose built facility complete with Innovation Lab and R&D facility.



Quest, the payment specialists
30 years of innovation



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