



BANK OF BAKU CASE STUDY

BANK OF BAKU: TRUSTING JCM TECHNOLOGY FOR SECURE, RELIABLE CASH HANDLING

October 2025



INTRODUCTION/BACKGROUND

Bank of Baku is one of Azerbaijan's leading retail and commercial banks, operating a nationwide network of ATMs and self-service kiosks. As the bank continued to modernise its infrastructure, it sought a proven technology partner capable of providing secure, future-proof cash-handling solutions.

Having evaluated multiple suppliers, the bank turned to JCM Global via strategic partner Altair Technologies. JCM is recognised worldwide for its innovation, reliability, and trusted service. This collaboration marks another milestone in JCM's growing presence in the financial technology sector across Eastern Europe and the Caucasus region.

altair
TECHNOLOGIES



Elmir Khalilov,
Product Manager
Altair Technologies.



THE CHALLENGE

The bank faced a clear operational challenge: many of its existing bill acceptors were very old, and no longer had maintenance support. This limited functionality, increased maintenance costs, and created vulnerability in note validation accuracy.

Bank of Baku required a solution that would:

- Replace outdated and unsupported equipment
- Fully support Azerbaijani currency
- Deliver long-term reliability, security, and local service backing

The procurement team needed a solution that could integrate smoothly into the bank's ATM and kiosk network while significantly enhancing performance and counterfeit prevention.



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THE SOLUTION

JCM Global supplied the DBV-500 bill validator, an advanced device known for its exceptional accuracy, durability, and multi-currency capability. The DBV-500 provided immediate compatibility with Azerbaijani banknotes and allowed the bank to modernise its cash-handling systems with minimal disruption.

“When we began upgrading our network, we needed to replace old, unsupported units from previous suppliers,” said Ilkin Muslimzade, Procurement Manager at Bank of Baku.

“The DBV-500 has been the ideal solution — it supports all Azerbaijani currency and has delivered reliable, trouble-free performance since installation.”

In addition to the technology itself, JCM’s responsive local support via Altair Technologies and technical training ensured that the deployment was efficient and that in-house teams could manage ongoing maintenance confidently.



THE RESULTS

- Seamless transition from legacy equipment to modern systems
- Full compatibility with all Azerbaijani banknotes
- Fewer service calls and reduced maintenance over heads
- Improved transaction speed and customer satisfaction
- Enhanced note validation and fraud protection



“The Bank of Baku partnership demonstrates how JCM’s banking solutions deliver measurable benefits in both performance and reliability. We’re proud to support such a forward-thinking financial institution and look forward to future collaboration.”

Elmir Khalilov, Product Manager
Altair Technologies.



LOOKING AHEAD

The success of this project has established a strong foundation for continued cooperation. The Bank of Baku team has indicated its intention to continue working with JCM on future orders as it expands and upgrades its ATM network.



From left to right: Elchin Zeynalov (Business Development/Altair Technologies), Sergey Bataev (Sales Manager/JCM Europe GmbH), Christoph Starke (Head of Sales & Marketing/JCM Europe GmbH), Dmitry Potapov (Director of technical and software support department(Bank of Baku), Elmir Khalilov (Product Manager/Altair Technologies)

ABOUT JCM GLOBAL

For over 70 years, JCM Global has been a world leader in cash-handling and validation solutions for the gaming, banking, retail, and vending industries. With products such as **DBV-500**, **UBA® Pro**, and **MRX**, JCM continues to set global standards in accuracy, security, and reliability.

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