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DRAFT - IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

**FACT SHEET – HORIZON – FOR USE ON INTRANET AND TO BE PROVIDED TO RELEVANT
EXTERNAL/ INTERNAL STAKEHOLDERS**

The Horizon system

Horizon is the electronic point of sale system used across all 11,500 Post Office branches to record and reconcile each transaction.

Horizon supports approximately 30,000 terminals in branches, with currently around 60,000 users and 47 million transactions a week.

Horizon was first introduced in 1995 on a pilot basis in a small number of Post Office branches, before being rolled out more widely. The current version – Horizon Online – was introduced in 2010 and has been continually improved and updated. Investing in technology remains a priority and in 2018/19 Post Office rolled out new equipment to all branches and transformed its back office systems.

Transactions in Post Office branches are undertaken on behalf of other large-scale organisations including high street banks, utility companies and Government departments. The accuracy of transactions is therefore subject to reconciliation checks with their systems, as well as with those of Post Office systems. Around £60 billion worth of transactions are processed through Horizons.

[Horizon, which is supplied by Fujitsu, is subject to regular comprehensive and independent reviews, testing and audit procedures – top line details XXXXX]