

GLORY



Enhancing branch network efficiency and customer service

Bankia, Spain

Bankia



ABOUT BANKIA

“Our trusted relationship with Glory and their proven recycling technology were key enablers to Bankia achieving their business objectives.”

Bankia, S.A. is the name of the financial institution born from the integration of the seven savings banks (Cajas) that preceded it.

On 30 July 2010, Caja de Ahorros y Monte de Piedad de Madrid, Caja de Ahorros de Valencia, Castellón y Alicante (Bancaja), Caja Insular de Ahorros de Canarias, Caja de Ahorros y Monte de Piedad de Ávila, Caixa d’Estalvis Laietana, Caja de Ahorros y Monte de Piedad de Segovia and Caja de Ahorros de La Rioja signed an integration agreement to establish a Contractual Group organised as a Sistema Institucional de Protección (an Institutional Protection Scheme or IPS) under Spanish law.

The original purpose of the integration agreement was to establish the Group as an integrated organisation, recognised as a consolidated group for accounting and regulatory purposes, and as a vehicle for concentration from the standpoint of competition law. It envisioned articulating a far-reaching financial integration, integration of management and integration of the ownership of the group’s corporate investments, while centralising the investment and disinvestment decisions in respect of the present and future portfolios.

Bankia began trading on the Spanish stock market on 20 July 2011.

Bankia has 2,044 bank branches and c. 2,765 teller positions across Spain.

THE CHALLENGE

Bankia wanted to renew their installed base of Teller Cash Dispensers (TCDs) and Teller Cash Recyclers (TCRs). With their old installed base Bankia had to rely on CITs to carry out cash handling processes in their branches, which was a time-consuming and costly task.

Furthermore, Bankia launched a new branch concept: the 'Agile' office. This 'flexible' office is open from 08.15 to 18.00, allowing customers to make cash transactions or queries in the evenings or before working normal working hours. This new branch model offers fast and efficient operations and an improved customer service.

Bankia's aim was not only to extend the opening hours but also to change the business model, in order to combine the 'agile' branch with the traditional branch model, which is focused on business and private banking.

Therefore, for its cash handling requirements, Bankia needed to equip their branches with a solution that offered significantly enhanced banknote authentication, increased performance and the ability to drive down operational cost and also able to optimise branch cash holding levels and minimise CIT requirements – all in a compact device that could be easily incorporated into the branch. A highly reliable and top quality after-sales service was also an essential point to be considered.



THE SOLUTION

After the successful pilot, Bankia started on a progressive rollout of Vertera™ 6G cash recyclers across its branch network to enhance efficiency and productivity.

In 2014, Bankia ordered their first 145 Vertera 6G units, followed by further 80 units later in the year and 103 additional units in year 2015, making a total of approximately 1,000 units installed.

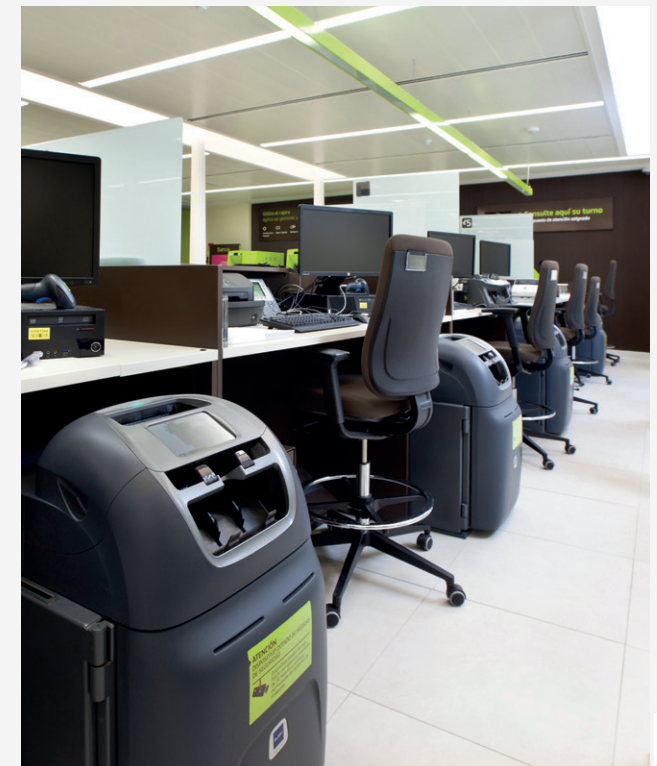
Bankia selected Glory as their preferred supplier through a RFP, and Glory's proposal was analysed by different departments within Bankia: Cash Handling, IT, Procurement and Security.

Glory's ability to certify the Vertera 6G in record time and meet Bankia's installation schedule were key differentiating factors for choosing the Vertera 6G.

In addition, the Vertera 6G advanced technology and high performance during the trial period at Bankia's offices were decisive factors for selecting this solution to equip their branch offices.

Glory was selected as the Vertera 6G had proven its was one of the most comprehensive and integrated solutions available.

“Glory has been Bankia’s trusted partner for many years. A successful pilot reinforced Bankia’s opinion that Glory was able to provide the best Teller Automation solutions for our needs, and so extending the relationship with Glory was a natural choice.”



VERTERA 6G TELLER CASH RECYCLER

The Vertera 6G teller cash recycler from Glory delivers a simple, flexible, comprehensive and integrated solution that addresses the real needs of customers and staff. Offering a unique combination of powerful features to transform customer relationships and drive profitable branch operations, the Vertera 6G represents a significant evolution in teller automation technology.

Vertera 6G is the latest in a long history of teller cash recyclers from Glory. Over the decades, our solutions have become smaller, faster, more intelligent, more flexible, more connected, and ever-more capable of meeting our clients' cash handling needs.

Glory's experience, expertise and complete support provision deliver a comprehensive, integrated, enterprise-wide solution to address many of the most pressing demands of the modern bank branch and their customers.





“Combining start-of-day processes, daily cash transactions and end-of-day balancing Bankia has achieved a saving of 50 minutes per teller, resulting in increased productivity of 10.4%.”

THE BENEFITS FOR BANKIA

Bankia has been a pioneer in the use of Teller Automation solutions since 1987, when they began to install Glory Teller Cash Dispensers. For years, Bankia has been at the forefront of these technologies, now employing the Vertera 6G Teller Cash Recycler to deliver greater efficiencies in its daily branch operations and bring additional benefits to its customers.

After the successful implementation and rollout of the Vertera 6G from Glory, the immediate impact perceived in Bankia's branch network was an increased speed and performance at the teller position. They could see also improvements in overall security, staff productivity and customer service.

The ease of use, simple design and intuitive layout of the Vertera 6G was ideal for Bankia's working environment, helping to create exceptional client and staff experience by reducing customer queues and allowing cashiers to concentrate on providing focused personalised services.

In addition, the Vertera 6G enabled a flexible and adaptable workplace design, conforming to the highest ergonomic standards and providing maximum user comfort.

In summary, Glory's experience, expertise and complete support provision delivered a comprehensive, integrated, enterprise-wide solution to address many of the most pressing demands of a modern bank branch.



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