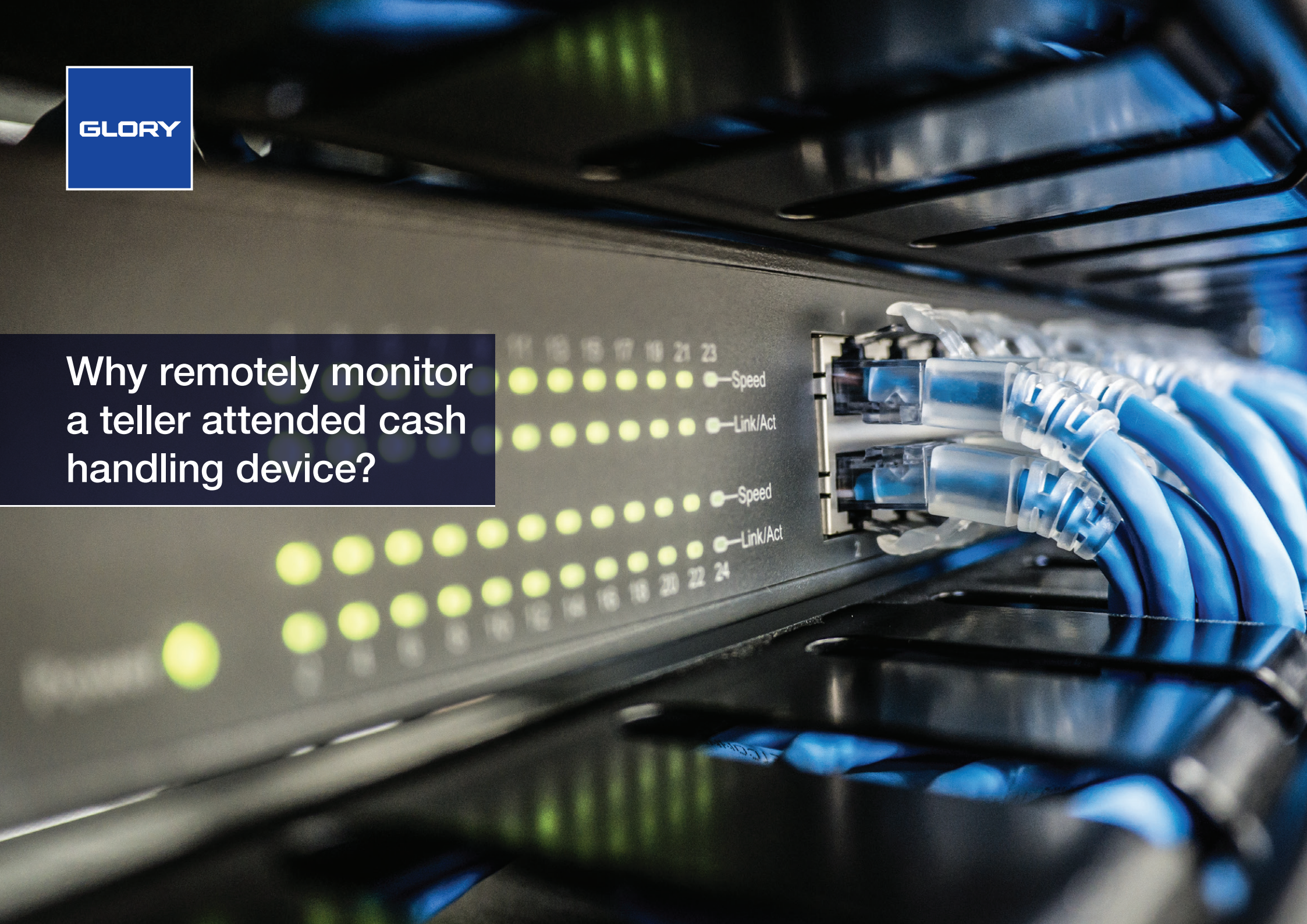


GLORY

Why remotely monitor  
a teller attended cash  
handling device?





Cash handling technology is designed to improve the experience you deliver in your branches by releasing tellers from the task of counting cash and thereby creating more opportunities for customer interaction for increased sales, improving counterfeit detection, securing cash at the point of transaction and decreasing the time needed for start and end of day balancing.

# INTRODUCING CASHINSIGHT™ BRIDGE



To ensure the maximum return on investment, it is critical that all the cash handling devices in your network are available to support your tellers with minimal downtime due to faults or upgrades.

## Introducing CashInsight™ Bridge

As with any network of devices, the time taken to return a device into service is driven by three phases: fault detection, fault diagnosis and fault resolution.

Glory's CashInsight Bridge is a Remote Monitoring and Management solution designed to provide a simple yet comprehensive way of managing the connected and supported Glory devices across your branch network.

**TO ENSURE THE MAXIMUM RETURN ON INVESTMENT,  
IT IS CRITICAL THAT ALL THE CASH HANDLING DEVICES  
IN YOUR NETWORK ARE AVAILABLE TO SUPPORT YOUR  
TELLERS.**

# VISIBILITY TO THE STATUS OF YOUR CASH HANDLING DEVICE NETWORK



The CashInsight Bridge Console provides administrators with an overall view of the enrolled devices installed within your organisation, whether at a branch level or enterprise-wide.

The Console offers an immediate view of the operational status of each connected machine and the cash inventory held within the device by value and denomination. Should a device require technical support, the CashInsight Bridge Console provides an alert to the financial institution's helpdesk, as an issue occurs, meaning no time is lost in communication of the error between the teller and the helpdesk; in addition, the helpdesk will have access to accurate, detailed information on which to base resolution of the problem.

The screenshot displays the CashInsight Bridge Console interface. At the top, the user is logged in as 'admin'. The main navigation bar includes 'Home', 'Assets Overview', 'Reports', 'Status', 'Diagnostics', 'Update', 'Setup', 'Preferences', and 'Help'. The left sidebar shows a network tree with a selected device 'TCR\_RB200-001352'. The main content area shows the device's internal components, including sensors (RSM1-RSM10) and a collection cassette. The status bar at the bottom indicates 'Last Refresh 12/08/14 09:31:00' and 'Last Result Successful command, no error returned'.

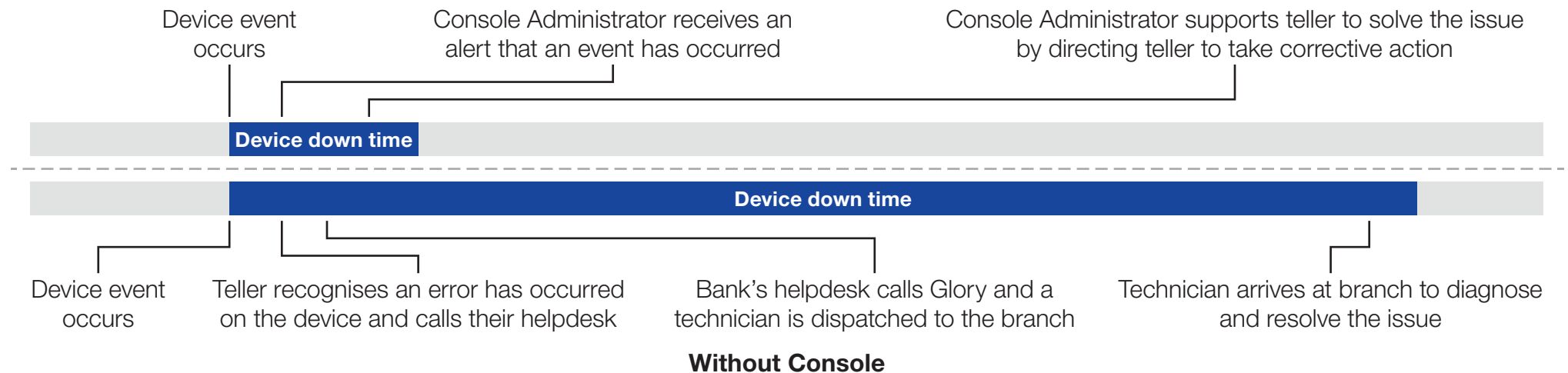
# CENTRALISED FAULT RESPONSE AND RESOLUTION



In some instances, it is possible to resolve issues remotely via CashInsight Bridge, reducing potential time lost to resolve minor faults, such as clearing a sensor. Remote diagnostics improve error identification and resolution, resulting in increased product availability. In addition, the quick resolution of faults ensures limited teller time is taken up by trying to resolve equipment issues and more time is dedicated to customer service.

For more complex faults requiring an onsite visit, the ability to collect and pre-analyse the product logs and journals ensure the engineer is despatched with the correct parts, significantly improving “first time fix” rates, decreasing service escalations and shortening the time needed to return the device to service.

## Example: Using CashInsight Bridge Console to resolve a device event



# MANAGING SOFTWARE UPGRADES AND UPDATES



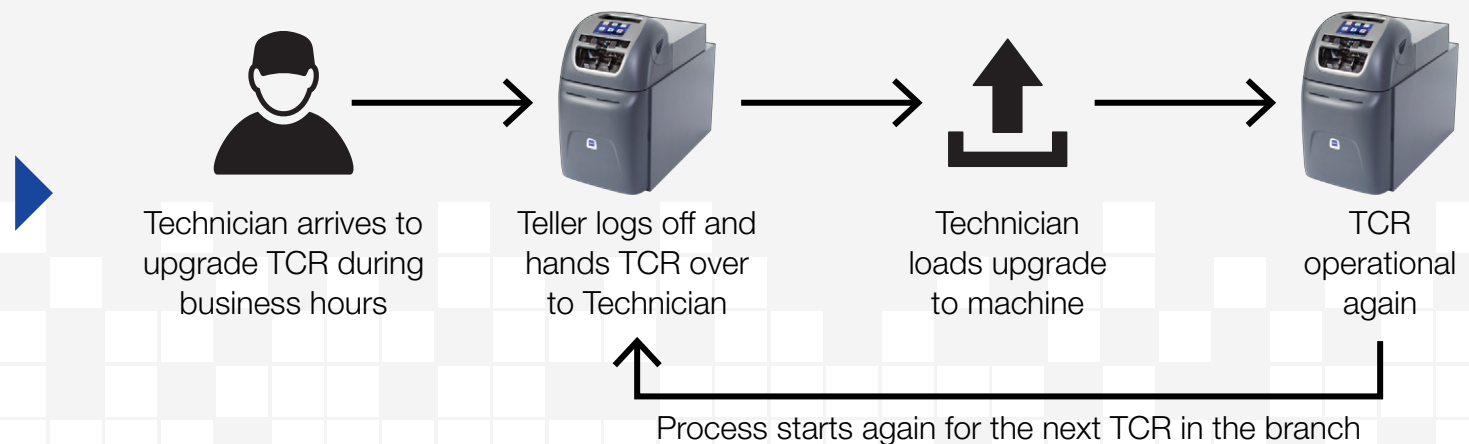
Traditionally, upgrades and updates such as new currency pattern sets or firmware are performed by a service technician onsite. This requires devices to be removed from service during business hours, resulting in reduced counter service and deployment of additional security measures in the branch, all at additional cost. The process can become inconvenient and potentially disruptive.

CashInsight Bridge Console transforms this process:

- Removing the requirement for a service engineer to upgrade/update a machine onsite; thereby reducing costs
- Enabling scheduling to minimise disruption to branch customers, i.e. executing the upgrades or updates out of business hours or during off-peak times

## Device update without CashInsight Bridge Console

The update process is performed during business hours and needs to be repeated for each device in the branch, during which time, the teller is not able to serve customers.



# CONFIGURATION MANAGEMENT



To maintain devices in their optimal state, CashInsight Bridge Console can be utilised by the Administrator to remotely manage and deploy upgrades or updates to a fleet of devices when required.

Glory makes the required upgrade or update available to the network administrator, who then deploys it remotely via the CashInsight Bridge Console. These upgrades and updates are uploaded to the fleet of connected devices, in the background, without affecting unit availability. Once uploaded, the Administrator can select a time that is most suitable to install the upgrade or update – usually outside business hours or at off-peak times to avoid disruption for the teller, the branch and its customers.

## Device update using CashInsight Bridge Console

The update is deployed to each device by the Console Administrator who then decides when to activate this, ie; outside business hours or during off-peak times.



Upgrade is downloaded from Glory



Upgrade is deployed to the CashInsight Bridge agent located inside each device in background mode



The upgrade can then be activated on each device at an appropriate time for the branch

# DELIVERING VALUE ACROSS YOUR ENTERPRISE

GLORY

The contribution that your cash handling devices make to your branch operations means that effective remote monitoring and management delivers significant value to multiple functions within your organisation. A teller's core role is to serve customers, not process cash and look after cash handling devices. If a device develops a fault or issue then tellers must still be able to continue to serve their customers and engage with them. By ensuring a device is being monitored remotely, this can happen simultaneously and not impact on customer service.

Business Function	CashInsight Bridge Value
Security and Compliance	<ul style="list-style-type: none"><li>• Reduced risk of counterfeit acceptance across the branch counter</li><li>• Greatly improved and facilitated auditing – firmware and pattern set configurations can be retrieved remotely</li></ul>
Branch Management	<ul style="list-style-type: none"><li>• Faster recognition and diagnosis of faults</li><li>• Remote resolution of certain faults</li><li>• Reduced disruption to automated branch workflow</li><li>• Improved customer experience</li></ul>
Operations / IT	<ul style="list-style-type: none"><li>• Central distribution and installation of currency pattern set upgrades/updates across the network</li><li>• Central distribution and installation of firmware updates across the network</li></ul>

**ACT NOW. ARE YOU READY TO TRANSFORM THE MANAGEMENT OF YOUR GLORY CASH HANDLING DEVICES TO REDUCE YOUR COSTS AND ENSURE THAT YOUR TELLERS DELIVER THE BEST BRANCH EXPERIENCE FOR YOUR CUSTOMERS?**

For more information on Glory CashInsight Bridge visit [www.glory-global.com](http://www.glory-global.com)

or speak to your sales representative

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WP-CIBC-0517

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