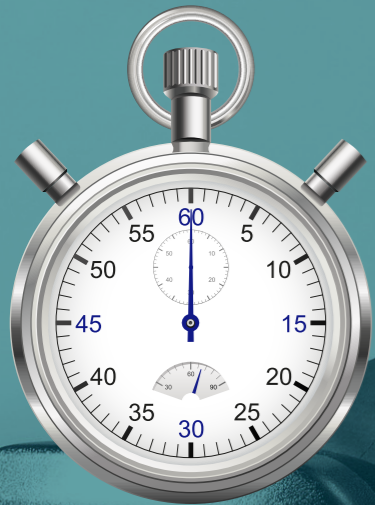




It's
Time

GLORY TCRs at work





GLORY TCRs IMPROVE QUEUE TIMES BY 30%

Some [of the most] important features of the Glory TCR for Banco Sabadell were its high capacity, compact design, reliable availability and level of performance.

Alfred Gómez

Director of Technical Services

B Sabadell

REGION: EMEA / Sabadell, Barcelona.

ORGANISATION SIZE: 2,400+ branches; 26,000+ employees.

Banco Sabadell required an efficient, compact set of solutions to automate their cash handling processes and improve teller availability and productivity in their branches.

THE CHALLENGE

By deploying Glory TCRs, Banco Sabadell achieved:

- Improvements in queue times and teller productivity up by 30%.
- Reduction in costs associated with CIT companies.
- Increased security in branches.

THE SOLUTION



GLORY TCRs HELP BANKIA TELLERS SAVE 50 MINUTES

Combining start-of-day processes, daily cash transactions and end-of-day balancing Bankia has achieved a saving of 50 minutes per teller...

Bankia

REGION: EMEA / Madrid, Spain.

ORGANISATION SIZE: 1,600+ branches; 16,000+ employees.

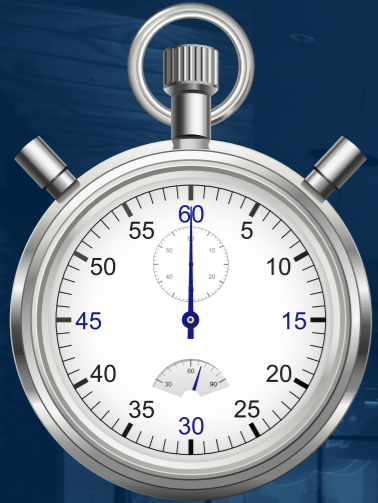
Bankia required an efficient base of TCRs to reduce costly, time-consuming cash handling processes, and reduce operational costs.

THE CHALLENGE

By deploying Glory TCRs, Bankia has:

- Saved 50 minutes per teller.
- Increased staff productivity by 10.4%.
- Reduced customer time waiting in line.

THE SOLUTION



GLORY TCRs REDUCE STANDARD WITHDRAWAL TIME BY 50%

The [Glory TCR] was central
to our branch redesign.

Robbie Morris

Senior Manager of Corporate Transformation



REGION: Oceania / Newstead, Queensland.

ORGANISATION SIZE: 160 branches; 1,900+ employees.

Bank Of Queensland required a new and innovative solutions that would provide staff with more time to assist customers and optimise branch processes.

THE CHALLENGE

By deploying Glory TCRs, Bank of Queensland:

- Reduced standard withdrawal time by 50%.
- Enabled staff to increase time building customer relationships.
- Start / end of day procedures have been reduced to 19 minutes.

THE SOLUTION



GLORY TCRs SUPPORT CASH NEEDS AT THE DRIVE THRU

The date they were installed, we had one person standing behind them and within two to three hours they were using them fluently.

Tammy Goertz
SVP of Branch Operations

FIRST NATIONAL BANK

Bastrop County's Bank...Since 1889

Member FDIC

REGION: Bastrop, Texas.

ORGANISATION SIZE: 6 branches; 130+ employees.

First National Bank of Bastrop required a solution that would enable staff to deliver high levels of customer service and optimise cash handling processes.

THE CHALLENGE

Since deploying Glory TCRs, First National Bank has:

- Reduced balancing times and simplifies cash management.
- Provided more time for staff to focus on customer engagement.
- Contributed to quick, efficient line management at the drive thru.

THE SOLUTION



GLORY TCRs INCREASE BRANCH SALES

With the [Glory TCRs] we have seen a sales increase of 8.7% (YOY), and are able to sell on average 15 more products a month.

Ben Hopper

Vice President of Retail Strategy & Transformation



REGION: Memphis, Tennessee.

ORGANISATION SIZE: 180 locations; 5,500+ employees.

First Horizon Bank needed a solution that would help staff to assist customers quickly while focusing on providing high levels of customer service.

THE CHALLENGE

Since deploying Glory TCRs, First Horizon has:

- Enabled tellers to assist customers quickly, providing more time for customer engagement.
- Freed staff from traditional cash handling activities, helping increase sales opportunities.
- Contributed to annual growth of new customer opportunities.

THE SOLUTION



GLORY TCRs IMPROVE TELLER PRODUCTIVITY

Our branches have seen immediate results since implementing Glory's cash recyclers. Working with Glory has been a game changer for us and improved our member experience.

Heather Nally
VP Of Sales and Services



PURDUE FEDERAL
CREDIT UNION

REGION: North America / West Lafayette, Indiana.
ORGANISATION SIZE: 13 branches; 200+ employees.

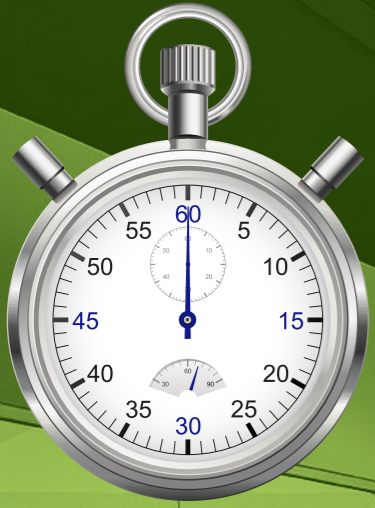
Purdue Federal Credit Union needed a solution that reduced cash handling costs and improved staff productivity.

THE CHALLENGE

By deploying the Glory TCRs, Purdue FCU:

- Reduced balancing time by 66%.
- Decreased time spent on vault audit and balancing by 80%.
- Improved productivity and reduced waiting times for members.
- Significantly reduced idle cash by allowing cash reserves to earn profit.

THE SOLUTION



GLORY TCRs REDUCE EOD BALANCING

By having cashless drawers, the [Glory TCRs] allow me to take my customer service to the next level.

Bernadette Chavez

Branch Personnel at Silver State Schools Credit Union



**SILVER STATE
SCHOOLS**
CREDIT UNION

REGION: North America / Montgomery, Alabama.

ORGANISATION SIZE: 10 branches; 200+ employees.

Silver State Schools Credit Union required a solution that automated daily cash management processes and provided staff with more time to build and strengthen relationships with customers.

THE CHALLENGE

By deploying Glory TCRs, Silver State Schools Credit Union:

- Minimized end-of-day balancing to 5-10 minutes.
- Reduced costs associated with cash handling.
- Acheived zero overages and defects per transaction.

THE SOLUTION

**Image is property of Silver State Schools Credit Union*



GLORY TCRs SHORTEN TIME SPENT ON END OF DAY PROCESSES BY 50%

By utilizing the cash automation tools provided by Glory we have the 'power tools' within dialogue banking to allow the change in the branch environment, with our staff, and the focus is on our members.

Karen Daniels

SVP Of Member Services at Telhio Credit Union



REGION: North America / Columbus, Ohio.

ORGANISATION SIZE: 9 branches; 200+ employees.

Telhio Credit Union needed a solution to improve their teller productivity and optimize their cash handling processes.

THE CHALLENGE

By deploying the Glory TCRs, Telhio Credit Union:

- Decreased handling time by 3.5 hours per day.
- Increased the speed of balancing and shortened end of day process by 50%.
- Reduced customer waiting time in teller line by 40%.

THE SOLUTION



GLORY TCRs CONTRIBUTE TO SHORTER WAIT TIMES FOR CUSTOMERS

The service and relationship we've built with Glory really fits our philosophy in UWCU that everyone within the organisation plays a role in our member's experience.

Patrick Butler, Retail Operations Manager



REGION: North America / Wisconsin.

ORGANISATION SIZE: 28 branches; 700+ employees.

University of Wisconsin Credit Union needed a secure solution that would automate cash dispensing and reduce cash variations from counts and recounts.

THE CHALLENGE

By deploying Glory TCRs, UW Credit Union:

- Improved member services with shorter wait times.
- Reduced average amount of cash in each branch by 23%.
- Decreased number of unresolved cash variations by 50%.

THE SOLUTION



GLORY TCRs IMPROVE CUSTOMER RETENTION

Swift installation and training of staff, without previous cash handling experience, the whole project was delivered on budget, within several weeks.

Kay Warland

Branch Manager, The Shire Local Banking
(Sutherland Credit Union)



The
Shire
...LOCAL BANKING

REGION: Oceania / Sutherland, New South Wales.
ORGANISATION SIZE: 48 branches; 500+ employees.

Sutherland Credit Union, whose branches have been acquired by IMB bank, required a solution to service its members' cash needs despite the limited cash infrastructure and small branch footprint.

THE CHALLENGE

By deploying Glory TCRs, Sutherland Credit Union:

- Reduced end of day balancing times, which contributed to an increase in staff satisfaction.
- Improved customer retention.
- Increase in counter transactions by 28% within 1st month of deployment.

THE SOLUTION



GLORY TCRs HELP REDUCE VISITS TO VAULT

[The Glory TCRs have] more than met our expectations and has genuinely improved our customer and staff experience.

Raichelle L. Kallery
Senior Retail Banking Officer
& SVP at The Savings Bank



Since 1869

The Savings Bank

REGION: North America / Massachusetts.

ORGANISATION SIZE: 9 branches; 130+ employees.

The Savings Bank required a solution that would improve teller efficiency, reduce monotonous task such as counting cash and maximize floor space to create free-flowing branch design.

THE CHALLENGE

By deploying Glory TCRs, The Savings Bank have:

- Reduced time spent on intra-day vault buys and sells.
- Improved customer and staff experience.
- Contributed to the increase in sales.

THE SOLUTION



GLORY TCRs INCREASE UP-SELLING OPPORTUNITIES

The implementation of the Glory recyclers delivered an 80% reduction of cash transfer operations between the teller position and the main vault.

Flavia Santos

Treasury Manager at SICOOB UniMais



REGION: LATAM / São Paulo, Brazil.

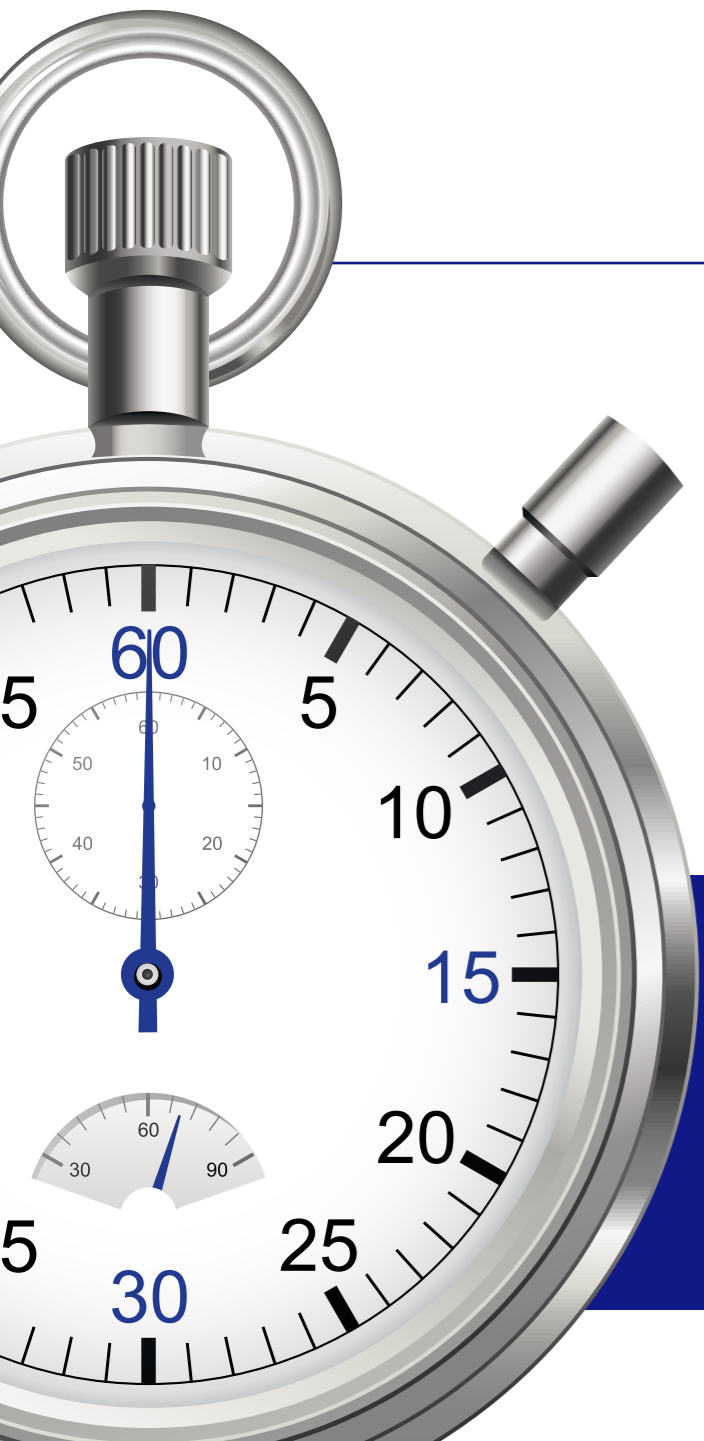
SICOOB UniMais required a solution that would optimise cash management processes, eliminate errors, and allow staff to dedicate more time to customers and other high-value tasks.

THE CHALLENGE

After deploying Glory TCRs, SICOOB UniMais:

- Reduced the need for overtime by 40%.
- Reduced customer waiting times.
- Improved teller efficiency with reduced vault buy/sell transactions.

THE SOLUTION



Wherever you are on your cash automation journey – just starting out, working with outdated cash deposit terminals or last generation recyclers – now is the time to move forward to the latest technology.

Give time back to your staff and to your customers. Deliver a better in-branch experience and enhance the profitability of your branch network.

It's time to talk to Glory.



www.glory-global.com



info@us.glory-global.com



Toll free: 1.800.527.2638

GLORY

Every minute matters for your staff and your customers.

Make them count.

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