

GLORY



New capabilities and improved staff experience

TCF Bank, USA





ABOUT TCF BANK

At TCF, it is our goal to be the most convenient bank in the markets we serve. As an affiliate of TCF Financial Corporation, a Minnesota-based national bank holding company, TCF had 380 branches in Illinois, Minnesota, Michigan, Colorado, Wisconsin, Arizona, South Dakota and Indiana as of December 31, 2014.

TCF supports the banking needs of its communities in numerous and diverse ways. We provide financial solutions to a broad range of customers, individuals, families and small to medium-size businesses. We also work to ensure that credit is available to everyone, especially those in low to moderate-income neighborhoods.

THE CHALLENGE

TCF Bank has 380 branches and was seeking new software solutions to run their teller cash recyclers. This change was in conjunction with major PC hardware and system updates across the branch network. The situation demanded significant coordination with multiple vendors and departments to ensure a smooth transition from the current software and minimal disruption to their daily branch operating procedures.



THE SOLUTION

TCF Bank immediately approached Glory to provide its benchmark software solution, CashInsight Assure, based on the Company's long-standing software reputation, equipment install-base and twelve year track record of success as a customer with Glory.

Glory provided an integration that worked within TCF's IT requirements while also allowing them new capabilities around inventory management and an improved staff experience.

The implementation to all 380 branches took about 2.5 months with a rate of about 12 branches per week.

CashInsight Assure

CashInsight Assure provides a simple, flexible and comprehensive solution, designed to improve branch efficiency. By offering one software platform, CashInsight Assure provides a branch uniform functionality, common interfaces and the same 'look and feel' across the range of teller automation devices, stand-alone or integrated, so that maximum benefit is achieved in the shortest time with minimum cost and risk.

By handling primary cash transactions, including deposits and withdrawals, recording and journaling transactions, multi end-of-session or end-of-day balancing, CashInsight Assure provides comprehensive accounting functions and offers easy-to-use reconciliation features.



CashInsight™ Assure

THE BENEFITS FOR TCF BANK

CashInsight Assure improved staff experience and operational efficiency

- It was easier to train tellers and faster to get up and running and customers enjoyed results of the faster software.
- CashInsight Assure reduced transaction time by about 2 seconds.
- The focus was on internal staff usage and gaining more actionable branch data. With CashInsight Assure, TCF can see more about what's going on with devices and cash positions and exercise finer control over inventory.
- CashInsight Assure enhanced security in active directory; they are now able to administer users centrally rather than branch managers having to do so, eliminating security concerns and wasted time by branch supervisors.
- Long term, TCF Bank is very happy to have peace of mind knowing that they have both Glory's hardware and software implemented.

“CashInsight Assure is mostly a time saver for administrative/internal users and saves the amount of time a branch manager would have been managing users and passing data back to IT.”

Kathi Stone, Vice President of Bank Branching Support, **TCF Bank**



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