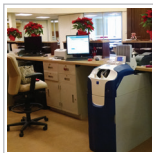
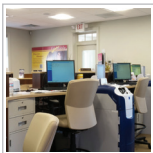




The Savings Bank

Open concept design creates a customer-centric experience



“The branch renovation with the goal to empower staff and customer experiences was immediately realized with the acquisition of these machines.” – Raichelle L. Kallery, Snr. VP, Snr. Retail Banking Officer, The Savings Bank

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The Situation

The Savings Bank, (TSB) is a state-chartered mutual bank that has been serving customers for more than 140 years in the state of Massachusetts. TSB wanted to create an open-floor layout where customers could engage with tellers more easily and the tellers could provide better customer service. The Savings Bank also wished to improve teller efficiency and to enhance the overall customer experience. Glory Global Solutions met with TSB to direct their concerns and implement a solution.

After initial consultations, Glory recommended implementing Teller Cash Recyclers (TCR) to maximize floor space and to create a free-flowing branch floor. The machines also helped The Savings Bank to focus on each individual customer, while monotonous tasks such as counting cash were automated by the TCRs. This freed up the tellers to discuss other bank offers that the customers could be interested in, such as refinancing a loan or saving for retirement. These conversations elevated The Savings Bank's customer service, and also improved teller efficiency.

The Solution

Glory recommended the RBG-100 TCR for The Savings Bank. After receiving training from Glory technicians on the machines, the tellers quickly adopted strategies to use the saved time in other constructive ways. Because of the training that the tellers received, the effect was immediate; there was little to no transition time to see improved results from the machines.

The Results

The results from the implementation of Glory TCR's were a success, and The Savings Bank was able to see faster transactions, improved customer service, efficient use of space, as well as improved security. Since Glory's RBG-100's use a locked system to store and sort cash on site, the tellers had to visit the in-bank vault less often. This was an unanticipated solution for which The Savings Bank was very grateful. "The implementation was trouble-free, and Glory's support is excellent," said Raichelle L. Kallery, Sr. VP and Sr. Retail Banking Officer. "It has more than met our expectations, and has genuinely improved our customer and staff experience." Ultimately, The Savings Bank was able to increase sales because of the improvements in customer service, teller efficiency, and vault security provided by Glory Global Solutions.





RBG-100

Glory's high capacity banknote recycling machine, the RBG-100, answers the challenge of gaining a competitive edge by providing an efficient high performance cash management solution. The RBG-100 is designed to be installed in teller lines to process customer transactions, ATM pulls, large deposits and teller vault buys and sells. With higher operational efficiencies and ease of use the RBG-100 is designed to meet the varying cash management needs of Financial Institutions.

The Glory Global Solutions Commitment

Glory Global Solutions is a world expert in cash management delivering technology and service solutions that provide security, productivity and innovation to our customers in more than 100 countries worldwide. These solutions are supported by the technical expertise of Glory Group of Japan, a pioneer in the development and manufacture of money handling machines across the financial, retail, vending, amusement and gaming industries for nearly 100 years.

The company is committed to meeting society's wide ranging needs for accurate, secure financial transactions between individuals and businesses, and between businesses.

As a responsible organization we maintain a disciplined approach to our corporate governance and operate to the optimum professional and ethical standards in all aspects of our business. Glory Global Solutions strives to be an exemplary employer, and will always seek to provide a fair, safe and productive work environment where all employees can grow and be challenged. Wherever we operate, our objective is to contribute actively to the community and the local environment including consistent environmental responsibility.

Our philosophy, business priorities and everyday practice are summarized in a single commitment:

We Secure the Future.



Glory Global Solutions

3333 Warrenville Road, Suite 310, Lisle, IL 60532 USA
T +1 (800) 527-2638 F +1 (630) 577-1270, info@us.glory-global.com
www.gloryglobalsolutions.com

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