GLORY

GLR series

Increase efficiency and deliver a new branch experience for your customers

For your branch today, and tomorrow.

FOCUS ON CUSTOMER EXPERIENCE, NOT CASH

Customers are making fewer trips to the branch, and lower transaction volumes demand that banks operate more efficiently with branches that are the right size, in the right places, the right formats; and minimised capital and operational costs.

In addition to cost efficiency, banks must also create the most possible value from customer interactions, as these opportunities become less frequent.

Branch banking should be focused on the customer. Branch staff should be able to personally welcome every customer. The branch should be a place without unnecessary barriers. It should feel like a place to explore options and opportunities.

Therefore, the design of the branch needs to match its purpose and to meet customer requirements.

A branch often serves as a hub in the community, for a variety of service, to meet the needs of a diverse group of customers.

It acts as an advice and sales centre, with transactions and conversations taking place anywhere within the branch. Tellers transformed into sellers – which means not being tied to a traditional counter.

But, tellers are under pressure. Pressure to serve customers efficiently and deliver a customer experience that sets your bank above your competitors. Counting and authenticating cash requires concentration. This can often lead to conflicting priorities for your tellers.

Do you want your tellers to be looking down counting cash? Or would it be a better use of their time to engage more with customers?

REDUCE COST, REMOVE BARRIERS
AND CREATE OPPORTUNITIES

Teller Automation solutions from Glory reduce cash handling times and address cash security, so your staff can spend their time enhancing customer relationships.

Teller cash automation also creates the conditions for focusing attention on improving the branch experience. To be successful requires a collaborative environment, frictionless interaction and unwavering attention to customers.

Empower staff to spend time getting to know their customers, face-to-face, giving financial advice side-by-side. Building trust.

With a successful branch design, the skills of your staff will be amplified and in turn your branch more profitable.

ENHANCE CASH SECURITY AND LOWER BRANCH RISK PROFILE

approx. **37%**
of **all transactions** involve **cash**

REDUCE RELIANCE ON CITS AND ASSOCIATED COSTS

CIT fee savings range from
30 to **50**%

IMPROVE TELLER PRODUCTIVITY AND **ELIMINATE** REPETITIVE LOW-VALUE TASKS

up to **50**%
of **time saved** compared to **manually counting banknotes**

REDUCE IDLE CASH IN THE BRANCH

Total cash holdings in the branch can be **reduced** by up to
25%

IMPROVE WORKING ENVIRONMENT AND JOB SATISFACTION FOR EMPLOYEES

"The Glory TCR has more than met our expectations and had genuinely improved our customer and staff experience."
The Savings Bank, USA

IMPROVE CUSTOMER ENGAGEMENT AND **EXPERIENCE** IN THE BRANCH

Customer waiting times can be **reduced** by as much as
30%

INCREASE BRANCH REVENUE AND CROSS SELLING OPPORTUNITIES

"As a result of the branch refurbishment and TCR adoption, Sutherland managed to attract many new current account customers within the first two weeks of opening."
Sutherland Credit Union, Australia

INTRODUCING THE GLR SERIES: GLORY'S SMART, SECURE AND VERSATILE TELLER CASH RECYCLER

Easily integrate TCR technology within existing branch layouts and furniture. Remove physical barriers for a more open, interactive environment.

The GLR series teller cash recycler from Glory, has the versatility to adapt to new branch models and types; it can be deployed into virtually any format and layout.

It can help financial institutions bring services closer to their customers without the need for teller counters or a large strong room. Balance footfall with service positions, cash inventory and staffing.

The GLR series enables you to provide a superior environment for more engaged employees and customers – in any branch size or type.

Ensure your customers have access to their bank when and where they need and take agile branch banking to the next generation.

For your branch today, and tomorrow.

ASSISTED SELF-SERVICE

Deployed with a coin recycler, the GLR series can be used in an assisted self-service environment. Tellers can assist customers with transactions, if necessary and, at the same time, create opportunities for interaction.

SELF-SERVICE

In a fully self-service application, the GLR series can be utilised to offer an intuitive cash handling solution. Unlike traditional ATMs, the GLR series can handle larger values of cash transactions and exchange services.

MICRO AND DRIVE-THROUGH BRANCH

Fitting into locations where space is at a premium, by utilising the GLR series, micro branches can ensure they have sufficient volumes of cash to serve their customers throughout the day.

MALL BOOTHS

For customer convenience, the GLR series can be deployed into areas such as shopping malls. This enables banks to have a presence where their customers need access to their services the most.

CAFE BRANCHES

Integrated into a café branch environment, tellers can perform automated, efficient and secure transactions. Attract more customers by offering additional services and serve all customers' needs in one location.

Images are suggestions/examples only, not final solutions offered by Glory

TRUST THE EXPERTS

Glory is a global leader in cash technology solutions, helping businesses in more than 100 countries optimise the handling, movement and management of cash.

Yet despite our broad reach, we're committed to helping you address your unique challenges and goals – enhancing staff efficiency, reducing operating costs and enabling a more rewarding customer experience.

Safe and secure transactions are critical to your business, and your customers. We deliver secure, efficient payment systems and instant, highly accurate identity verification and authentication solutions that enable confidence in transactions and other interactions between businesses and people.

Our innovative technologies, our experienced professionals and our commitment to the success of our customers, partners and communities create a safe, confident path forward. We are Glory. We enable a confident world for a better tomorrow.

Confidence Enabled.

Related solutions...

CashInsight™ Assure

CashInsight Assure facilitates the operation of cash handling devices, providing immediate teller productivity.

UBIQULAR™ Bridge

Continuous performance monitoring and remote device management solution.

UBIQULAR™ Inform

An automated business information gathering and reporting solution for cash handling devices.