TellerConcierge™

The Perfect Fit

GREAT CUSTOMER EXPERIENCE STARTS WITH FLEXIBLE TRANSACTION AUTOMATION

As much as we wish branches were only for advising and selling, transactional banking is still an important role in this service channel. Customers still prefer the branch channel for many of their needs, but their expectations from the branch are higher than ever before.

The TellerConcierge series represents a significant evolution in self-service in-branch transaction solutions, allowing Glory to partner with financial institutions to deliver progressive and cost-effective branch expansion; thus enabling ambitious branch transformation strategies.

By migrating the majority of transactions from the teller counter to TellerConcierge, branches can pursue other strategic opportunities and focus on selling their own solutions and services.

Backed by Glory's experience in teller operations, self-service channels and banking systems connectivity, TellerConcierge delivers a great customer experience and return on investment.

OFFER EFFICIENCY AND EXPERTISE IN A UNIFIED BRANCH BANKING EXPERIENCE

INTUITIVE AND ERGONOMIC

TellerConcierge is designed with ease of use and customer comfort in mind. The graphical user interface provides customer guidance throughout the transaction process. The entire system provides optimal ergonomics for customers.

UNLIMITED TRANSACTIONS

TellerConcierge can perform almost any transaction; including currency exchange, banknote and coin deposit and withdrawal, cheque deposit, bill payments, account transfers, statement printing, rolled coin dispense, and more... all with limited or no staff support.

STAFF OPTIMISATION

Staff now avoid inefficient transactional work and a high percentage of the back-office work required to support teller counter activity. TellerConcierge frees team members to deliver better service and sell.

MULTIPLE CUSTOMER SEGMENTS SERVED

Advanced transaction requirements, especially from small-to-medium businesses, are not possible to service on most ATM channels. TellerConcierge can meet those requirements…and more.

CUSTOMER CONVENIENCE

Customer identification is performed via ATM card, online banking credentials, account details, or even one-time use QR codes. Service hours and access to different transaction types can be arranged and tailored to fit customer demand.

QUEUE MANAGEMENT

Waiting times shrink as customers perform transactions on TellerConcierge with help always available as needed. Staff are able to help customers make the best queue choice for their needs and can immediately respond when customers need personal attention.

TELLER'S COMPANION

A single customer service representative can support one or multiple TellerConcierge systems in the branch, via a simple tablet device. Staff members can monitor the status of each customer and assist if needed.

MODULAR AND SCALABLE

One size does not fit all. TellerConcierge offers financial institutions true scalability and modularity for the solution they choose to deploy; with configuration options that provide varying footprints and functionality, to address the needs of both personal and business customers.

A **MULTI-SEGMENT** IN-BRANCH TRANSACTION SOLUTION

TYPE A

An autonomous self-service banknote recycling solution. Suitable for micro branches, for both personal and business banking customers, for banknote deposits and withdrawals

COMPACT NOTE RECYCLER

TYPE B

With the addition of a check scanner or a loose coin recycler, offer full banknote and coin recycling in the branch

COMPACT NOTE RECYCLER

CHEQUE SCANNER*

LOOSE COIN RECYCLER*

TYPE C

Suitable for Express Banking services where a focused team of sales and service staff can be matched to local consumer and SME needs, supported by self-service

COMPACT NOTE RECYCLER

CHEQUE SCANNER

LOOSE COIN RECYCLER

A4 STATEMENT PRINTER*

TYPE D

Offer a full range of banking services, staffed by a team of specialists, with a fully-featured self-service solution

COMPACT NOTE RECYCLER

CHEQUE SCANNER*

LOOSE COIN RECYCLER

ROLLED COIN DISPENSER

A4 STATEMENT PRINTER*

TYPE E

A fully-featured self-service solution with the addition of a drop box for providing additional storage such as envelope deposits

COMPACT NOTE RECYCLER

CHEQUE SCANNER*

LOOSE COIN RECYCLER

ROLLED COIN DISPENSER

DROP-BOX

A4 STATEMENT PRINTER*

*Optional extra

FLEXIBLE AND AGILE
TRANSACTION CAPABILITIES

Designed for financial institutions to rapidly realise the benefits of a transformed service delivery, TellerConcierge offers a wide range of transactions to cater to multi-segment customers visiting your branch.

IDENTIFICATION
Card/PIN
Online /Mobile banking credentials
Teller confirmation via tablet
QR code
Pre-staging

DEPOSIT
Banknotes
Cheques
Coins (loose)
Envelope drop deposit
Split into accounts

WITHDRAWAL
Banknotes (inc. high values)
Custom mixed denominations
Rolled coin

PAYMENTS
Loan payment
Bill payments
Pay by transfer
Cash in advance
Pay by banknote, coin and cheque

CHEQUES
Cashier cheques
Money order
Counter cheques
Cash for cheques
Transfer for cheques

STATEMENTS/ RECEIPTS
On screen review
Mini-statements
A4 statements
Text/mail/paper receipts

EXCHANGE
Notes for notes
Notes for coins
Loose coin
Foreign note exchange

TRANSFER
Account to account
Account to external
Non-customer to customer account

FEATURES AND FUNCTIONS THAT
DELIVER REAL BUSINESS BENEFITS

Banknote deposit and dispense – including bulk deposit services and high value cash-out with denomination choice, for both personal banking customers and small to medium-sized merchants.
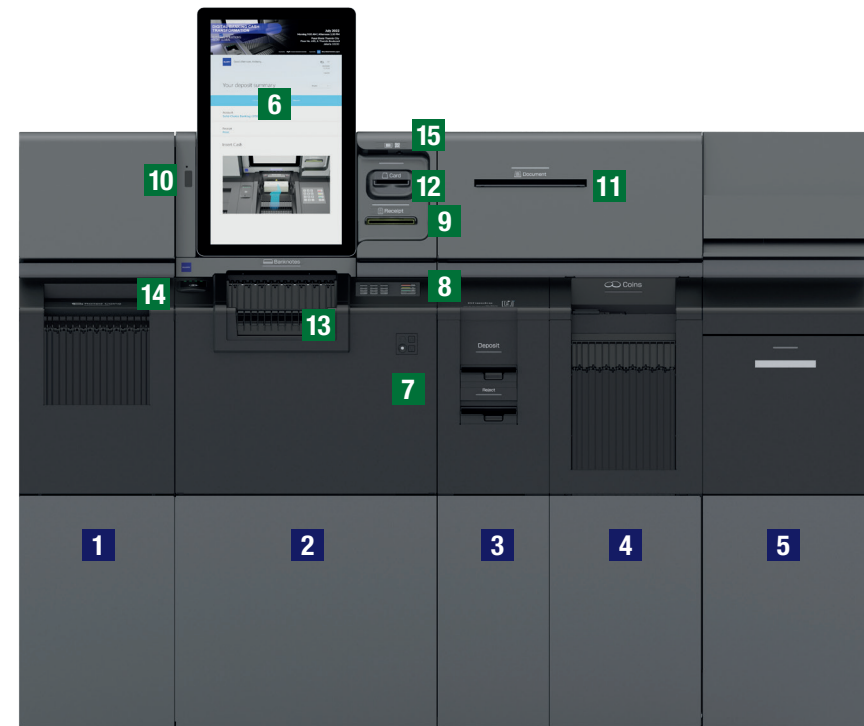
Loose coin deposit and dispense – choice of configurations for dedicated deposit, dedicated dispense, full recycling, based on-demand for coin services.

Bundle-capable cheque scanning system – conducting MICR confirmation, 2-side image analysis, auto-endorsement, and batched or straight-through processing as appropriate.

Rolled coin dispense – a fast and efficient way to provide coin funds to merchant customers when they need it.

Drop deposit – secure drop deposit compartment for storage of other items of value, such as envelope deposits containing coins/banknotes/cheques. Can be added as an additional back-up storage.

Bank account services – account balance verification, full statement printing, loan and credit card payment processing – conducted with the convenience of bar code (1D, 2D, QR) reading, NFC communication, A4/full page (thermal) printing, and more.

Easy integration – complemented by Glory's Dynamix software solution, TellerConcierge can be easily integrated into existing banking systems and workflows with minimal integration effort and cost.

1	Rolled coin dispenser	6	21" colour touch screen	11	A4 document printer
2	Banknote recycler	7	Audio jack	12	Motorised card reader
3	Bundle Cheque deposit	8	Encrypted PIN pad	13	Proximity sensor
4	Loose coin recycling	9	Receipt printer	14	NFC reader
5	Drop deposit storage	10	Portrait, cash-slot camera	15	Barcode/QR reader

Model shown is Type D1 with optional drop box. Modules varying according to configuration.

A MODULAR AND SCALABLE SOLUTION FOR VIRTUALLY ANY BRANCH TYPE AND APPLICATION

TellerConcierge provides automated transaction handling for virtually any branch type or application.

With the versatility to easily adapt to new branch models and grow as requirements change. TellerConcierge helps to ensure you can provide banking services to all customer types when and where they need it.

ASSISTED SERVICE

SELF SERVICE

SHARED BANK BRANCH

MICRO BRANCH

EXPRESS BRANCH

FLAGSHIP BRANCH

COMBINING THE **POWER** OF TELLERCONCIERGE AND YOUR **EXISTING BANKING IT SYSTEM**

TellerConcierge is complemented by Glory's DYNAMIX software solution. Giving TellerConcierge the capability to conduct almost any transaction a financial institution can imagine, DYNAMIX can access the necessary banking systems and manage the associated workflows, while maintaining and managing all defined business rules.

DYNAMIX SOFTWARE IS DESIGNED WITH A SIMPLE INTENT

Providing a highly-flexible, institution-unique and easy to navigate user interface, to deliver customer transactions across different banking systems:

- Power a variety of devices and hardware modules using open standards connectivity
- Connect to a multitude of back-end banking services and software applications
- Assemble and allow a wide range of transaction workflows
- Allow banks to automate traditional teller transactions
- Provide more than the routine transaction set offered by ATMs (additional transactions include: a multitude of coin transactions, cash loan payments, handling multiple denominations for a variety of services and more).

SIMPLE, RELIABLE AND
CUSTOMISED CONNECTIONS

WHY DYNAMIX IS DIFFERENT?

Dynamix is designed to deliver a wide range of transactions, however complex, and regardless of the demands for connectivity to back-end systems.

It allows customers to identify themselves in a variety of ways, and to leverage all systems that tellers and staff members would use in their daily activities to support customers.

DYNAMIX is not a modified ATM application – it is a ground-up application design for branch transformation.

DYNAMIX incorporates an interactive alerts system that notifies staff members (via connected PC's, tablets, or other devices) whenever any TellerConcierge system needs support or whenever a customer, at a device, needs assistance from a teller, such as further approvals.

Core Banking · Card Processor · Cheque Processing · Digital Marketing · Targeted Marketing · Online Banking · DYNAMIX · Mobile Banking · Bill Payment · Official Cheque Printing · ATM Network

CONTINUOUS PERFORMANCE MONITORING AND REMOTE MANAGEMENT

Availability of cash automation devices is of paramount importance. Glory's UBIQULAR™ Bridge solution helps monitor and manage your fleet efficiently and cost effectively; thereby increasing operational availability.

UBIQULAR™ Bridge drives even further value from your TellerConcierge investment. It helps realise improved efficiency in your branch operations, allowing more time to focus on your core business with confidence.

TellerConcierge can be managed and monitored remotely to provide a simple, yet comprehensive, way of managing connected and supported devices across your enterprise.

Providing the business intelligence you need to be proactive and agile, UBIQULAR Bridge delivers significant value across the branch network in multiple business areas, allowing you to prioritise customer service and gain valuable business insights with real-time performance data.

Maximise device operational availability
An immediate view of the operational status of each connected device and the cash inventory held within the device by value and denomination.

Remote deployment of updates
Ensure updates to devices are deployed in a timely manner with minimal impact.

Visibility of key data
Visibility of key performance indicators.

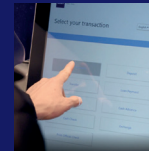**UBIQULAR™ Bridge**

Related solutions...

UBIQULAR™ Bridge

Continuous performance monitoring and remote device management solution.

Br

Dynamix

A configurable software platform for building secure interactive assisted-service and kiosk applications.

Professional Services

Transaction analysis, connectivity, advisory services, user training through to full project management.