



GLORY

Why remotely monitor  
an attended cash  
handling device?



Br

UBIQUALAR™  
Bridge

Speed

Link/Act

Speed

Link/Act

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Cash handling technology is designed to improve the experience you deliver in your branches and stores by releasing staff from the task of counting cash and thereby creating more opportunities for customer interaction for increased sales, improving counterfeit detection, securing cash at the point of transaction and decreasing the time needed for start and end of day balancing.

# INTRODUCING UBIQULAR™ BRIDGE



**UBIQULAR™**  
Bridge

Delivering the best Customer Experience is critical to the long-term success of a company. It relies on all elements being available and working flawlessly at all times, allowing staff to concentrate on the customer to meet and surpass their expectations.

To ensure the maximum return on investment, it is critical that all the cash handling devices in your network are available to support your tellers with minimal downtime due to faults or upgrades.

As with any network of devices, the time taken to return a device into service is driven by three phases: fault detection, fault diagnosis and fault resolution.

Glory's UBIQULAR Bridge is a Remote Monitoring and Management solution designed to provide a simple yet comprehensive way of managing the connected and supported Glory devices across your enterprise.

**TO ENSURE THE MAXIMUM RETURN ON INVESTMENT,  
IT IS CRITICAL THAT ALL THE CASH HANDLING DEVICES  
IN YOUR ENTERPRISE ARE AVAILABLE TO SUPPORT  
YOUR STAFF.**

# VISIBILITY TO THE **AVAILABILITY OF YOUR CASH HANDLING DEVICE NETWORK**



**UBIQUULAR™**  
Bridge

**UBIQUULAR Bridge provides an overall view of all the connected devices installed within your organisation, whether at a branch/store level or enterprise-wide.**

UBIQUULAR Bridge offers an immediate view of the operational status of each connected machine and the cash inventory held within the device by value and denomination. Should a device require technical support, the UBIQUULAR Bridge provides an alert to Glory's helpdesk, as an issue occurs, meaning no time is lost in communication of the error between staff and the Glory helpdesk; in addition, the helpdesk will have access to accurate and detailed information on which to base the resolution of the problem.



# MANAGING SOFTWARE UPGRADES AND UPDATES\*



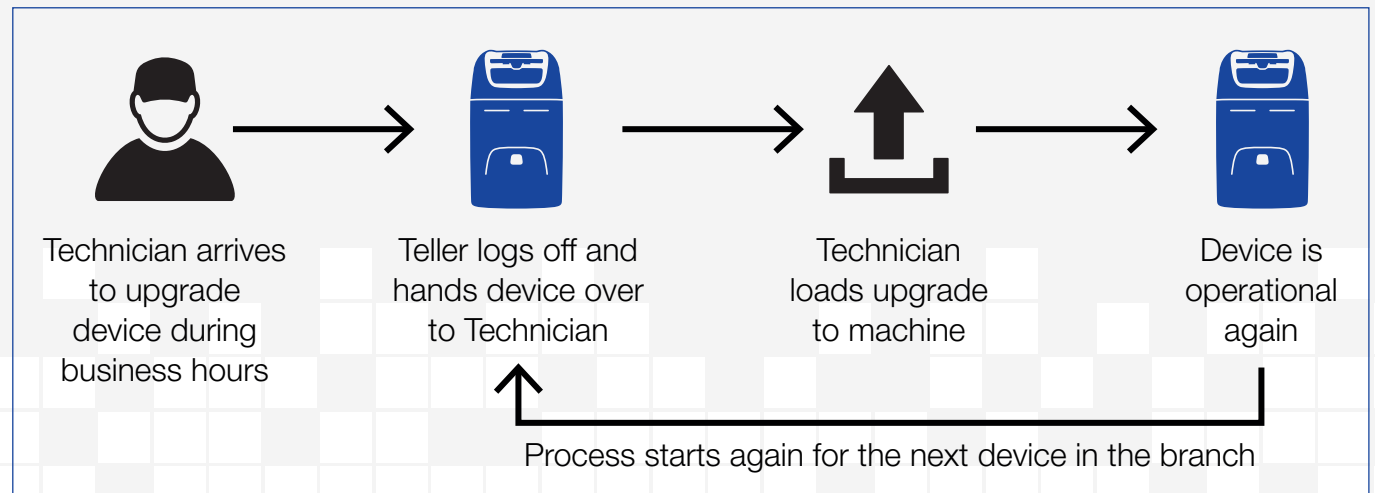
Traditionally, upgrades and updates such as new currency pattern sets or firmware are performed by a service technician onsite. This requires devices to be removed from service during business hours, resulting in reduced counter service and deployment of additional security measures in the branch, all at additional cost. The process can become inconvenient and potentially disruptive.

## Device update without UBIQULAR Bridge

The update process is performed during business hours and needs to be repeated for each device in the branch, during which time, staff are unable to serve customers.

## UBIQULAR Bridge transforms this process:

- Removing the requirement for a service engineer to upgrade/update a machine onsite; thereby improving customer experience
- Enabling scheduling to minimise disruption to branch customers, i.e. executing the upgrades or updates out of business hours or during off-peak times



\*Requires optional UBIQULAR BridgePlus service



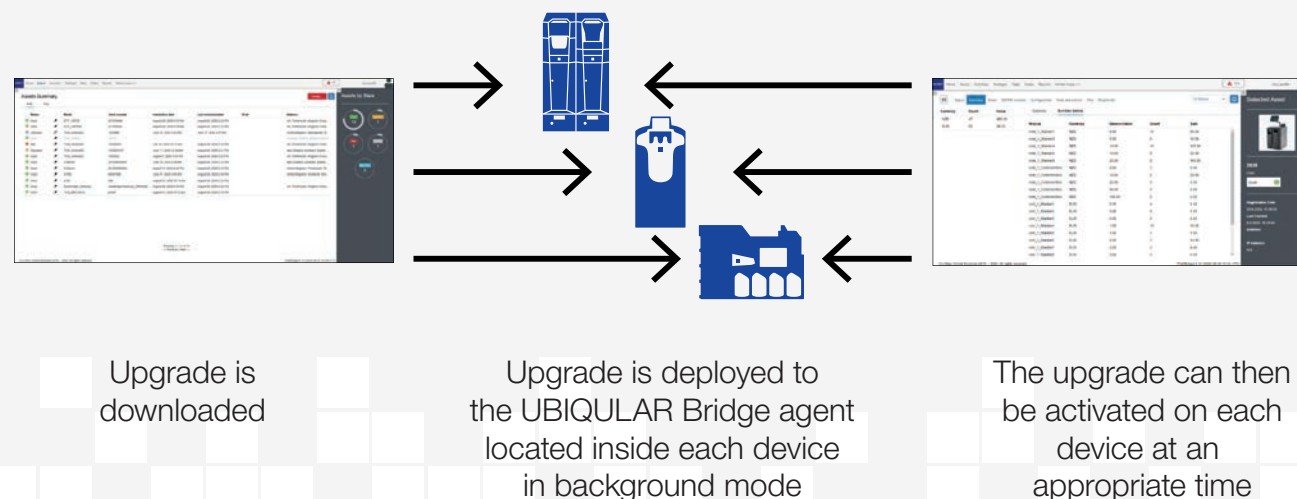
**UBIQUALAR™  
Bridge**

**To maintain devices in their optimal state, UBIQUALAR Bridge can be utilised by the Administrator to remotely manage and deploy upgrades or updates to a fleet of devices when required.**

Glory makes the required upgrade or update available to all devices in a customer's network, and it is then deployed remotely. These upgrades and updates are uploaded to the fleet of connected devices, in the background, without affecting unit availability. Once uploaded, the Administrator can select a time that is most suitable to install the upgrade or update – usually outside business hours or at off-peak times to avoid disruption.

### **Device update using UBIQUALAR Bridge**

The update is deployed to each device by the Glory Administrator who then decides when to activate this, ie; outside business hours or as agreed with the branch/store.



# DELIVERING VALUE ACROSS YOUR ENTERPRISE

GLORY

The contribution that your cash handling devices make to your business means that effective remote monitoring and management delivers significant value to multiple functions within your organisation. Your staff's core role is to serve customers, not process cash and look after cash handling devices. If a device develops a fault or issue then staff must still be able to continue to serve customers and engage with them. By ensuring a device is being monitored remotely, this can happen simultaneously and not impact on customer service.

Business Function	UBIQULAR Bridge Value
Security and Compliance	<ul style="list-style-type: none"><li>• Reduced risk of counterfeit acceptance across the branch counter</li><li>• Greatly improved and facilitated auditing – firmware and pattern set configurations can be retrieved remotely eg: for central bank auditing requirements.</li></ul>
Management	<ul style="list-style-type: none"><li>• Faster recognition and diagnosis of faults</li><li>• Remote resolution of certain faults</li><li>• Reduced disruption to automated workflows</li><li>• Improved customer experience</li></ul>
Operations / IT	<ul style="list-style-type: none"><li>• Central distribution and installation of currency pattern set upgrades/updates across the network*</li><li>• Central distribution and installation of firmware updates across the network*</li></ul>

**ACT NOW. ARE YOU READY TO TRANSFORM THE MANAGEMENT OF YOUR GLORY CASH HANDLING DEVICES TO REDUCE YOUR COSTS AND ENSURE THAT YOUR STAFF DELIVER THE BEST EXPERIENCE FOR YOUR CUSTOMERS?**

**For more information on UBIQULAR Bridge visit [www.glory-global.com](http://www.glory-global.com) or speak to your sales representative**

\*Requires optional UBIQULAR BridgePlus service



## Supported devices



**CI-5**  
user cash recycler



**CI-10**  
user cash recycler



**CI-50**  
retail cash recycler



**CI-100**  
retail cash recycler



**CI-200**  
retail cash recycler



**CI-300**  
banknote deposit solution



**GLR-100**  
banknote recycler



**Vertera™ 6G**  
banknote recycler



**RBG-100**  
retail cash recycler



**RBG-200**  
retail cash recycler



**GDB-100**  
banknote deposit solution



**GFS-220**  
desktop banknote sorter



**Ntegra™ Compact**  
desktop banknote sorter



**USF-50/USF-50S**  
desktop banknote sorter



**USF-200**  
desktop banknote sorter



**UW-F Series**  
desktop banknote sorter

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