

GLORY



## Renovated bank branches improve customer satisfaction

Salisbury Bank and Trust Company

 **SALISBURY BANK** | enriching.



# ABOUT SALISBURY BANK AND TRUST COMPANY

**“The Glory solution created the efficiencies we were looking for. We wanted employees to engage in more conversations with customers, and we have definitely seen those benefits.”**

**Rick Cantele, President and CEO,  
Salisbury Bank and Trust Company**

Salisbury Bank and Trust Company, a financial institution with locations the New England area wished to renovate a very small bank floor into an efficient and elegant workspace. Salisbury Bank also had concerns over vault space, and was looking to provide a better customer service experience. With help from Glory, Salisbury Bank found solutions to their situation.

# THE CHALLENGE

Salisbury Bank was seeking solutions for their problems concerning bank transformation using cash automation provided by Glory. The amount of space in the branches was a concern for Salisbury Bank, as the bank wanted an “open concept” design to help the customer flow through the branch.

With a teller nearby to assist, as opposed to more traditional lines leading up to closed off teller counters, this branch transformation would solve efficiency problems, as well as issues with space. Glory took these concerns and educated the leaders of Salisbury Bank about cash automation and how this solution could fix their problems.



# THE SOLUTION

**Glory recommended teller cash recyclers (TCRs) such as RBG-100 and Vertera™, as well as QuickChange™ self-service coin deposit for Salisbury Bank.**

After receiving training from Glory technicians on the machines, the tellers quickly adopted strategies to use the saved time in other constructive ways. While machines were counting cash, or doing other tedious operations, tellers were able to keep the focus on the customers and communicate with them about other opportunities at the branch, such as refinancing a mortgage or opening a credit card.





# TCR'S AND SELF SERVICE COIN DEPOSITS

The Vertera teller cash recycler from Glory represents a significant evolution in teller automation technology, enabling financial institutions to focus on service excellence together with increasing customer engagement. As the pioneers of teller cash recycling technology, Glory's solutions offer superior banknote authentication and fitness sorting capabilities, proven performance and reliability and the ability to drive down operational costs, all in a compact device that is easily incorporated into the branch. The Vertera delivers real business benefits at multiple levels and provides a comprehensive and integrated solution to address the demands of the customer, the teller and improvements in branch efficiency.

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.

QuickChange from Glory is a fully-automated, self-service coin deposit solution providing better opportunities to attract more customers. With QuickChange, your customers can quickly and easily deposit their coin inventory without pre-sorting or waiting in line. Children can have fun converting their coin savings into active cash. By automating coin deposits, the need to deposit coins over the counter is reduced and thus improves wait times and productivity, as well as customers' branch or store experience. QuickChange comes available with two coin management solutions, bin or bag, dependent upon the method which best supports local market conditions.





# THE BENEFITS FOR SALISBURY BANK AND TRUST COMPANY

**“The Glory TCR’s have allowed us the opportunity to move to the branch of the future with a look and feel utilizing the latest technology. Glory has created staffing efficiencies in cash handling by virtually eliminating trips to the vault.”**

**Megan Gawel, VP and Branch Administrator, Salisbury Bank and Trust Company**

**The changes to the branch design and the implementation of cash technologies helped employees of the bank to converse with customers more frequently and Salisbury Bank was able to reduce headcount by about 0.5 FTE.**

Megan Gawel, VP and Branch Administrator of Salisbury Bank said of the changes, “The Glory TCR’s have allowed us the opportunity to move to the branch of the future with a look and feel utilizing the latest technology. Glory has created staffing efficiencies in cash handling by virtually eliminating trips to the vault.”

Efficiencies and process refinement were both significantly improved and the staff immediately embraced the easy-to-use machines. With the floorplan having a combination of pods and recyclers, it allowed Salisbury Bank to make the transition, train the staff, and handle banking transactions outside of specific teller transactions at the stations.



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