



# Teller Cash Recycling & The Power of Information

Financial Industry Perspective



# ARE WE THERE YET?

Back in 1899, Charles H. Duell was commissioner of the US Patent Office. He has become famous for a quote attributed to him, “Everything that can be invented has been invented.” While there is some disagreement among ‘experts’ on this attribution, this is possibly the most absurd proclamation ever made, especially looking back from today’s vantage point.

GLORY is in our 24th year globally with the development, deployment, and progressive evolution of teller cash recycling [TCR] technologies, a technology Glory and its legacy companies pioneered. Literally tons of information have been documented and recorded in various forms about the measurable benefits these cash recycling machines promise. Countless articles, blog posts, and whitepapers accompany the many case studies and business cases that confirm the realization of these benefits.

Those of us who have been around since those initial deployments, sometimes fall prey to Mr. Duell’s mentality... (paraphrasing) “Everything that can be said about TCRs has already been said, and everything a TCR can do has already been accomplished!”

No, we are not done, and we are not even close to being ‘there yet!’



# WHAT'S AHEAD?

During the progression of any technology-based product, developments and improvements are released along the way. Typically included as areas for continuous improvement are added functionality, better connectivity, greater simplicity, higher reliability, and serviceability. Such improvements have been prevalent over the history of the TCR.

So where do we go from here, more of the above or something totally innovative? We are always looking for the 'Next Big Thing'. But, this is easier said than done. The answer lies beyond the hardware functionality to the software powering the solution. Data and information will power decisions that will improve branch efficiency, reduce idle cash in the branch, and optimize the ROI of your technology deployment.



# ABOUT CASHINSIGHT INFORM

Glory's CashInsight Inform™ is a companion data analytics application to our powerful and popular CashInsight Assure (CIA) teller software. CI Inform, in its simplest definition, is extracting data from teller automation devices (driven by CIA), analyzing that data, and presenting it in user friendly dashboards and reports through the CI Inform Web Portal. This data is based on events that occur while processing cash transactions on Glory's Teller Automation Devices and provides the organization with the actionable intelligence needed to make decisions based on return on investment in three key areas: non-moving cash, utilization, and efficiency. It is also important to note that no end-customer data or end-customer identifying data is captured. Only operational data is captured by CI Inform.





# ABOUT CASHINSIGHT INFORM [continued]

## CASH MANAGEMENT

Excess cash holdings represent lost lending opportunity and interest earnings. CI Inform provides the way to identify idle cash sitting in machines across the organization. Drilling down to the branch level, device level, or denomination level and seeing trends around non-moving cash, gives the company the information needed to take that excess cash out of the machines and get it producing income.



# ABOUT CASHINSIGHT INFORM [continued]

## UTILIZATION AND ADOPTION

Jammed machines or teller lack of knowledge can mean slow customer service and less customer satisfaction. CI Inform can help by answering such questions as “What errors are the branches experiencing”, “Do my tellers need more training” or “Are usage trends changing”. With this information readily available, focus can shift to those branches that may need attention and plans implemented to improve device utilization and adoption, such as providing additional staff training or reconfiguring a branch by adding or redeploying devices.



# ABOUT CASHINSIGHT INFORM [continued]

## EFFICIENCY

How much is being saved with our TCR deployment? Can internal processes be improved? What are my volumes at different branches, and how do they compare? These frequently asked questions can be answered with CI Inform from the Efficiency Dashboard. Views like the Activity Patterns and Heat Maps provide the information needed to ensure investments are meeting expected goals and savings goals are being achieved.

CI Inform requires CIA running on the network driving the teller automation devices deployed throughout the enterprise, the Inform Configurator installed on a secure central server, and access to the CI Inform portal. The Configurator extracts data from the CIA databases, consolidates the data, and securely transfers it to the CI Inform database hosted by Glory. The process by default runs daily but can be scheduled to run less often as determined by the customer. The received data is analyzed using rules established by Glory cash automation business experts and generated business insights are presented in the CI Inform portal. These insights are shared to the CI Inform user through a trio of dashboards focused on cash management, utilization, and efficiency. Insights viewed at the Enterprise level provide information on the branches throughout the company to aid in making strategic investment decisions. Operational, or tactical decisions, can be made when viewing the information at a specific branch level, specific device level, and even specific denomination level. This ability to view information at different levels allows the company to select the view that is important to them and their business in that moment.





# THE VALUE OF INFORMATION

Financial Institutions (FIs) typically do not have visibility into cash balances by denomination from their devices, branches, or in an Enterprise View. CI Inform provides this visibility alongside a view of non-moving cash, giving financial institutions the information needed to streamline their cash reserves and reduce idle cash in their branches. These non-moving cash savings can be 3-5% of branch cash and lead to opportunities in making CIT visits more efficient and provide FIs with cash to invest elsewhere.

Currently, FIs also have a limited view of information related to the usage and effectiveness of devices deployed throughout their organization. CashInsight Inform produces efficiency and health views that gives a stack ranking of which branches are performing well and which are experiencing problems in the areas of machine performance, teller performance, and note handling. This provides banks and credit unions with the opportunity to review best practices of good branches and apply them to struggling branches.

Another known fact is that teller turnover rates are high. As new tellers are onboarded, quality of training dilutes, potentially causing efficiency challenges. Glory's CI Inform provides branch and teller error analysis to help discover patterns and areas that require targeted inspection and training. Glory believes that these actions can significantly improve efficiency by providing support for streamlining operations.



# CONTINUING THE CONVERSATION

Glory has leveraged over 100 years of its experience and cash management techniques to create value from its data. Financial Institutions no longer need to invest in their own architecture and engage internal resources to create a similar experience. There is now a simpler way to implement the solution. Leveraging Glory's cloud based CashInsight Inform, FIs will get timely insights that drive informed decisions for their business supported by real data.

Glory's continued investment in the CI Inform solution will ensure our customers are able to leverage new features. CashInsight Inform is presently available for FIs who are using CashInsight Assure. The roadmap for CashInsight Inform includes adding additional data sources to make it available to FIs who do not use CashInsight Assure. The plan also includes adding service performance information, creating a rounded view of the health of all machines deployed.

Glory has been helping financial institutions of all sizes improve their cash-handling processes for over a century. As the global leader in cash automation our depth of experience and broad range of cash and transaction automation solutions can help you realize your vision for a transformed branch, including full value realization from your teller cash automation and related technology deployments.

For more information, please contact your Glory Account Manager, call **1.800.527.2638**, email us at **info@us.glory-global.com** or visit **www.glory-global.com**.

## ACKNOWLEDGMENTS

### Contributors:

Jean Marie Kraulos, Prakash Sonti,  
Bob Alexon

Glory, 3333 Warrenville Road, Suite 310, Lisle, IL 60532 USA

 +1 (800) 527-2638  [info@us.glory-global.com](mailto:info@us.glory-global.com)  [glory-global.com](http://glory-global.com)

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