

GLORY

CashInsight™ Bridge Console

A continuous performance monitoring and remote device management solution

The CashInsight Bridge Console helps monitor and manage your fleet efficiently and cost-effectively, increasing operational availability and providing real time performance data that enables proactive support and faster issue resolution. Utilising the Console within an existing in-house helpdesk or call centre environment, you are able to: monitor the status of your device fleet, view and act upon diagnostic reports and deploy system updates/upgrades for all, or selected devices.



CashInsight™ Bridge

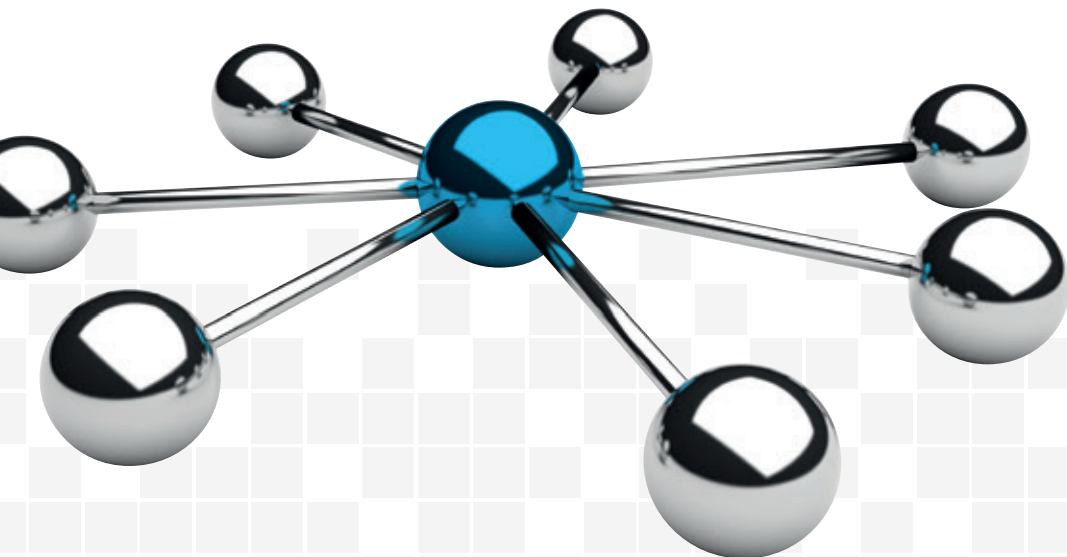
In today's economic climate, businesses are faced with the challenges of cutting costs whilst increasing efficiency. All businesses have differing priorities, but the common themes are often the same; to look for efficiency savings, improve customer satisfaction and deliver profitability.

Efficiency savings and reduced cash processing costs remain critical business drivers as well as being key performance indicators for most cash handling organisations today, whether a bank branch, cash centre, foreign exchange bureau, retailer or casino. Therefore the availability of cash processing devices is of paramount importance to any business that has deployed cash handling solutions.

CashInsight from Glory is a complete cash management software application suite. The suite supports and enables the operation and servicing of cash handling devices, as well as tools for business analytics and device status, updates, monitoring and diagnostics.

Deploying the CashInsight solution portfolio provides real operational benefits to end users, as well as IT and operations managers; while providing key executive insight into the effectiveness of operations, allowing businesses to maximise their return on investment in cash handling solutions.

CashInsight Bridge, our remote device monitoring and management solution is one of several software products within the CashInsight Suite software portfolio.



What is CashInsight Bridge Console?

The CashInsight Bridge Console is a web-based tool that helps monitor and manage your fleet of desktop sorting devices efficiently and cost-effectively; thereby increasing operational availability and providing real time performance data.

Utilising CashInsight Bridge Console within an existing in-house helpdesk or call centre environment, financial institutions are able to: monitor the status of their device fleet, view and act upon diagnostic reports and deploy system updates for all, or selected devices. The CashInsight Bridge Console provides administrators an overall view of the enrolled devices installed within their organisation, whether at a branch level or enterprise-wide.

In addition, remote updates can also be deployed at a time that is most suitable to install the update – usually outside business hours or at off-peak times to avoid disruption for the teller, the organisation and its customers.

STATUS

Is the device available?

DIAGNOSTICS

Why is the device unavailable?

UPDATE

Ensure the device is back to an available condition

CashInsight Bridge Console supports a range of devices from Glory, including desktop banknote counters/sorters and teller cash recyclers, offering organisations the ability to:

- Monitor the status of their device fleet
- View and act upon diagnostic reports
- Deploy system updates/upgrades for all, or selected devices.
- Provide proactive support and faster issue resolution
- Perform critical product health-checks
- Achieve higher operational availability



A choice of deployment models to suit business requirements

CashInsight Bridge Console can be deployed into your organisation in many ways; the model below shows a typical scenario where the Console is located at the Bank's headquarters and then connects to a 'Gateway' and DeviceManager at each branch location. The DeviceManager connects to each device over the branch network.

DeviceManager

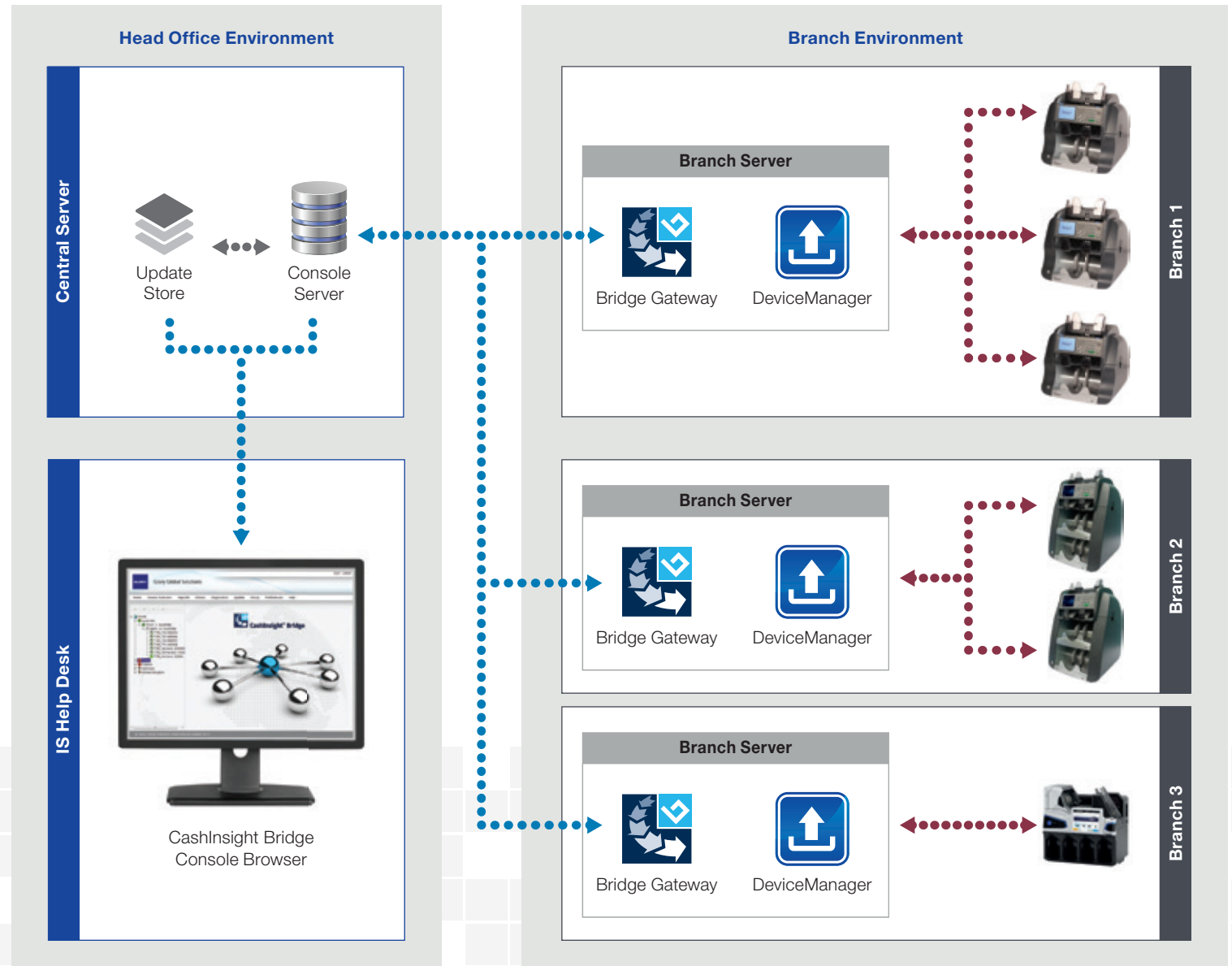
- The DeviceManager controls the connection to the device (note sorter)
- Can be located at head office, controlling the connection to each device via the WAN or locally to the device in the branch (as shown)

Bridge Console Browser & Server

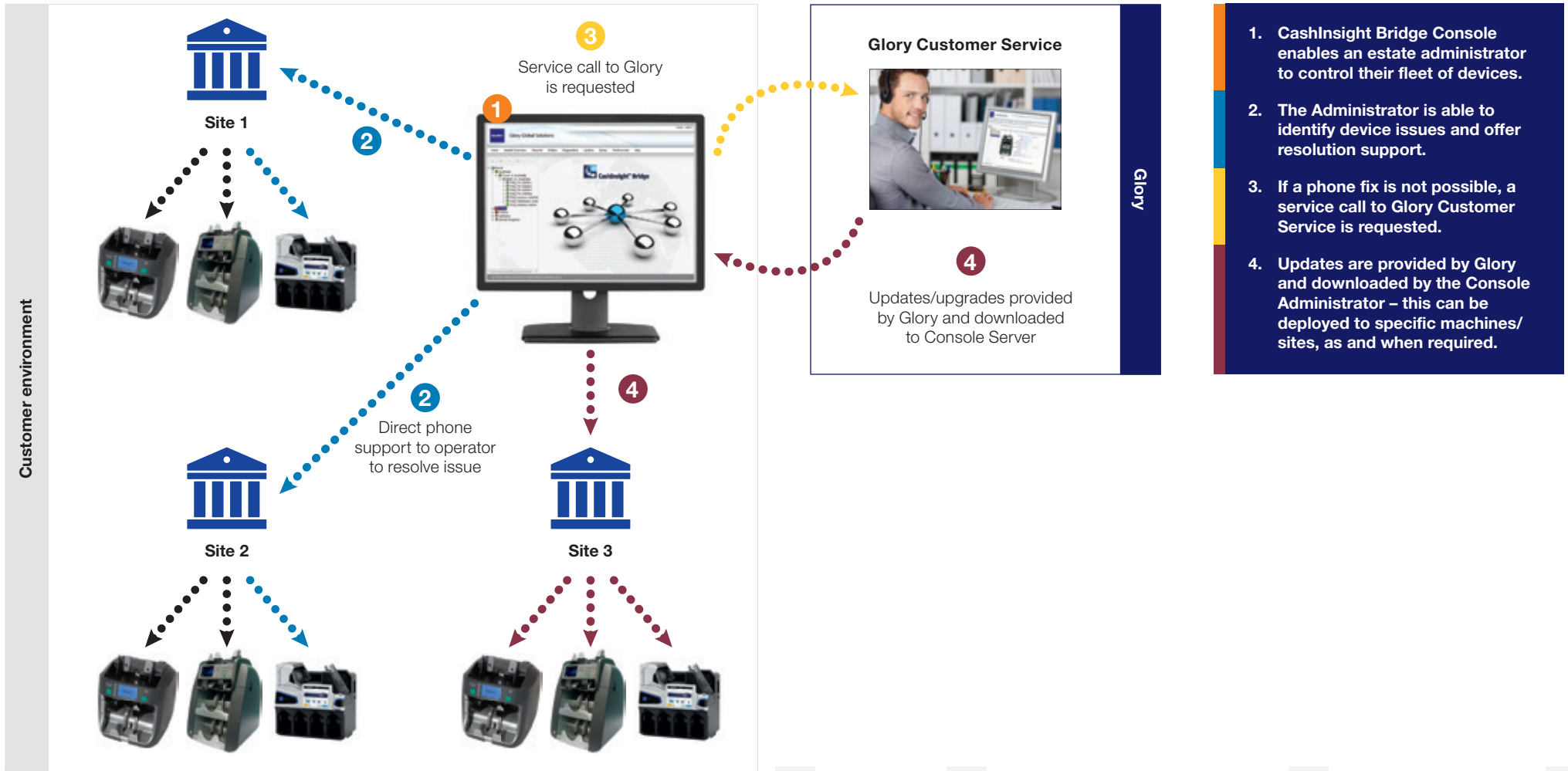
- The Console interface for managing all connected devices is shown in a web browser
- The Central Server and file repository is located centrally within the Enterprise, typically the head office server (as shown)

Bridge Gateway

- The conduit for delivering data between the Console server and the DeviceManager.
- SNMP Channel for Status and Diagnostic data.
- Glory Proprietary RDU Channel (Remote Device Update) for transfer of larger files:
 - Business Logs are sent from the DeviceManager to the Console server
 - Update packages are sent from the Console server to the device via the Gateway and DeviceManager



Typical usage scenario



1. CashInsight Bridge Console enables an estate administrator to control their fleet of devices.
2. The Administrator is able to identify device issues and offer resolution support.
3. If a phone fix is not possible, a service call to Glory Customer Service is requested.
4. Updates are provided by Glory and downloaded by the Console Administrator – this can be deployed to specific machines/sites, as and when required.

CashInsight Bridge Console enables your staff to co-ordinate self-fix events of enrolled devices avoiding unnecessary and expensive on-site visits by a technician and extended downtime during peak business hours.

Screen resolution	1024 × 768 (minimum)
Server	The recommended operating systems appear in the following list: Less than 50 devices: Minimum: Microsoft Windows 10 Professional Edition (32-bit or 64-bit). Recommended: Microsoft Windows Server 2008 R2 or later More than 50 devices: Microsoft® Windows Server 2008 R2 or later.
Client	Microsoft Internet Explorer® 11.0 only (no previous versions) Mozilla Firefox® latest version Google Chrome™ latest version
System memory	Minimum system requirements: Specific minimum operating system, hardware, and software system requirements depend on the number of monitored devices. Less than 100 devices: 1 CPU, 2 gigahertz (GHz), 2 gigabyte (GB) RAM, 250 GB or more available disk space. 100 – 500 devices: 2 CPUs, 4 GB RAM, 250 GB or more available disk space. More than 500 devices: 4 CPUs, 8 GB RAM (must be scaled if overloaded), 250 GB or more available disk space.

*CashInsight Bridge Console is compatible with 1st and 2nd generation Ntegra products, Ntegra Compact, USF-50, USF-50S, USF-200, UW-F Series and GFS-200.

Related solutions...

CASHINSIGHT™ INFORM

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



GFS-220 WITH OPTIONAL SHUTTER

A shutter over the main stacker pocket protects operators from emitted dust when poor condition notes are being processed.



PROFESSIONAL SERVICES

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



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