

A man and a woman are standing in a modern office environment, interacting with a self-service kiosk. The man, on the left, is wearing a blue sweater and dark trousers, and is gesturing with his hands while holding a tablet. The woman, on the right, is wearing a green cardigan over a blue top and dark trousers, and is smiling. The kiosk has a large touchscreen display showing a user interface with a printer icon and a keypad. In the background, there are glass partitions, other office equipment, and a large digital screen displaying data charts. A blue wave graphic is overlaid on the bottom of the image.

GLORY

The best of automation and
personal service, together

Offer efficiency and expertise in a unified branch banking experience

WITH MULTIPLE OTHER CONVENIENT CHANNELS READY TO SERVE CUSTOMERS, BANK BRANCHES NEED TO PROVIDE A COMPELLING REASON TO VISIT. DESPITE MOBILE, SOCIAL AND OTHER CHANNELS, THE BRANCH REMAINS THE ONE PLACE WHERE YOU CAN DEVELOP CUSTOMER RELATIONSHIPS AND LOYALTY FACE-TO-FACE.

Cash remains an important payment method for many consumers and a key driver for traffic to a branch. When they visit, customers want to experience both convenience and personal service. In most branches today, those two experiences are poorly integrated.

Convenience brings customers to the ATM, where they can perform simple transactions involving limited values and denominations. For larger and more complex transactions, customers need to step inside and wait for the next available teller, trading convenience for service. For the branch, it's a tradeoff between the efficiency of automatic cash handling and the relationship-building that only staff can provide.

CONVENIENCE + SERVICE FOR ANY TRANSACTION.

What if you could bring convenience and individual attention together in a unified, empowering customer experience?

That's the advantage of Assisted Service Solutions from Glory – a transformational technology for the efficiency and customer-focus of your branches.



The best of **automation** and **personal service**, together

Assisted Service combines the efficiency of self-service, the versatility of online and mobile banking, and the personal assistance of a visit to the teller counter.

Your customers can perform practically any transaction independently, with assistance from a teller as needed. Your tellers spend far less time handling cash so they can serve more customers, engage in more selling opportunities, and add more value to your business. Resulting in less costs associated in training specialised staff for handling cash.



Personal assistance
when it's needed.



Deliver a collaborative
branch environment.



Perform virtually any
transaction type.



Optimise resources and
allocate staff more effectively.



Engage with customers
for more cross-selling.



Convenience and choice
for customers.



Reduce the cost
of handling cash,
previously performed
by a teller.



Here's how it works.

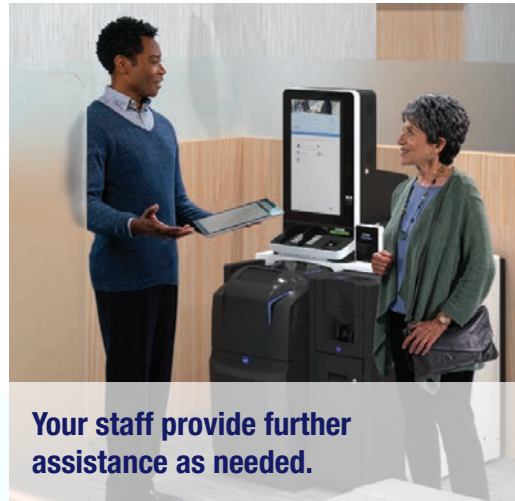
Your customers can access a number of transactions on GTR-100, similar to teller service.

Customers can access multiple accounts.

Multiple banking authentication methods are available; bank card, online login or account details.

GTR-100 accepts, recycles and dispenses banknotes and coins.

Supporting multiple currencies allows a vast number of transaction types: withdrawals, exchange, bill payments with change, transfers, split deposit amounts into accounts, statements and more.



Your staff provide further assistance as needed.

A Windows tablet immediately notifies tellers whenever there is a request for assistance or authorisation such as:

- Fund requests that exceed the bank's self-service limit.
- Authentications and authorisations that require teller approval.
- User requests for help or advice.
- Status of machine and error recovery

One teller can support multiple GTR-100 devices, or multiple tellers can support one device. Staff training is far easier without the cash-handling tasks of a traditional teller station.

GTR-100 counts, authenticates, secures and recycles cash, eliminating the need for additional security.

Tellers can focus on doing more for customers and sales, without the burden of managing cash.



Your branch provides a more efficient and welcoming experience.

Customer wait times are reduced, with no teller assistance required for most routine transactions.

Tellers know and can immediately respond when customers need personal attention.

GTR-100 can be adapted and customised to suit each branch size, location and purpose.

It can be configured for banknotes, coins and high capacity banknote handling, delivering the right automation model for each branch's requirements

This delivers a high performing branch with higher sales.

Customers visit your branch knowing they'll feel both empowered and supported.

You can also attract potential new customers by giving them access to GTR-100.



Transform any branch location **with confidence**

GTR-100 is a front-access solution allowing it to be placed even in smaller branches that require a compact footprint.

- The solution fits perfectly in the counter, in the wall or even in standalone mode within the branch.
- With Glory's UBIQULAR™ solution working alongside GTR-100, further operational efficiencies can be realised.
- By remotely managing devices and applying timely updates, branches can minimise disruptions and maintain high operational availability.
- GTR-100 can be delivered and integrated with your Bank's systems, with Glory's Assisted Service Dynamix Software.
- Alternatively, GTR-100 can be integrated with your preferred software using the industry-standard CEN/XFS architecture.

Connect staff **effectiveness** and customer **satisfaction** to **build your business**

People go to ATMs for fast cash. They go online to check statements and perform simple transactions. But they go to the branch when they've got higher-value, more complex business, and want assurance that a professional will be there to help.

Assisted Service does all of that in one place, providing access to virtually any service for any account in any amount. Tellers don't need to handle every detail, but they're ready to help as needed. And they don't need to count, authenticate and re-count cash – the most time-consuming and sensitive part of the traditional teller's job.

That means your staff have more time to connect with customers, providing assistance and advice with undivided attention. And they can connect person-to-person, instead of at the end of a queue and over physical barriers. Assisted Service connects the efficiency of automation with the assurance of personal attention.

IT'S A CONNECTION THAT LOWERS YOUR COSTS, MOTIVATES YOUR CUSTOMERS AND SETS YOUR BRANCHES APART FROM THE ORDINARY.



Unify the branch banking experience with GLORY

Glory is a global leader in cash technology solutions, helping businesses in more than 100 countries optimise the handling, movement and management of cash. Yet despite our broad reach, we're committed to helping you address your unique challenges and goals – enhancing staff efficiency, reducing operating costs and enabling a more rewarding customer experience.

We offer peace of mind. We enable transformation. We generate options. We empower people. We do all this by releasing companies from the burden of cash management, putting cash to work, and helping customers enhance the value that their staff and facilities add to their business.

We are Glory. Confidence enabled.

To learn more, visit www.glory-global.com

A hand is shown touching a screen. The screen displays the text 'The perfect fit' at the top and 'Touch Screen to Begin' in a blue box. Below this, there is a grid of blue and white squares. The background of the screen shows a blurred image of a person's face.

The perfect fit

Touch Screen to Begin

Related solutions...

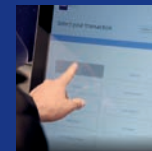
GLR-100 Series

The GLR series offers a unique and flexible design, allowing it to be configured to meet a wide range of banknote processing requirements.



Dynamix

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



CI-10CX

Compact and high capacity solutions enabling automated coin handling at counter positions.



Glory, Infinity View, 1 Hazelwood, Lime Tree Way, Chineham, Basingstoke, Hampshire RG24 8WZ, UK

+44 (0)1256 368000 Sales enquiries +44 (0)844 811 2006 info@uk.glory-global.com glory-global.com

BRO-ASSISTEDSERVICE-GTR-0225_2.0

Glory Global Solutions is part of GLORY LTD. This document is for general guidance only. As the Company's products and services are continually being developed it is important for customers to check that the information contained herein includes the latest particulars. Although every precaution has been taken in preparation of this document, the Company and the publisher accept no responsibility for errors or omissions. The Company and the publisher accept no liability for loss or damages resulting from the use of the information contained herein. This document is not part of a contract or licence save insofar as may be expressly agreed. All capabilities and capacity and throughput figures are subject to note/coin size, note/coin quality and process used. GLORY, UBIQULAR and their associated graphical representations are each a trademark or a registered trademark of GLORY LTD. Group of Companies in the EU, the U.S. and other countries. © Glory Global Solutions (International) Limited 2025.