GLORY
Digital
Advertising
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.

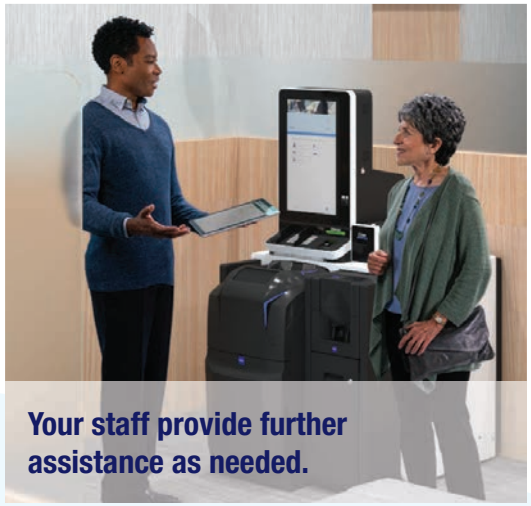
Your customers can access a number of transactions on GTR series, similar to teller service.

Customers can access multiple accounts.

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

GTR series 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.

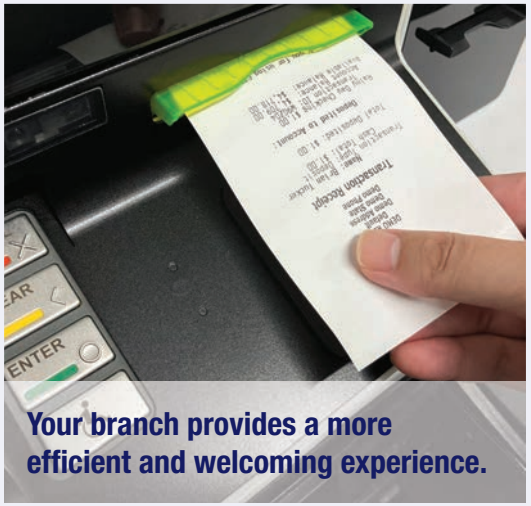
A Windows tablet immediately notifies tellers whenever there is a request for assistance or authorisation such as:

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

GTR series 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 series 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 series.

Transform any branch location **with confidence**

GTR series 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 series, further operational efficiencies can be realised.
- By remotely managing devices and applying timely updates, branches can minimise disruptions and maintain high operational availability.
- GTR series can be delivered and integrated with your Bank's systems, with Glory's Assisted Service Dynamix Software.
- Alternatively, GTR series 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

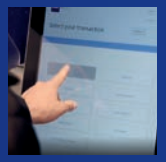
Related solutions...

GLR 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.

Scan or click to get in touch

Glory Global Solutions

https://www.glory-global.com

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