

GLORY

UBIQULAR™ Bridge

Enabling continuous performance monitoring and remote device management services

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UBIQULAR™
Bridge

WHY REMOTELY **MONITOR** AND **MANAGE** A **CASH HANDLING** DEVICE?

MAXIMISE RETURN ON INVESTMENT

Delivering the best customer experience is critical to the long-term success of any organisation. It relies on all elements of the enterprise being available and working seamlessly at all times, allowing staff to concentrate on the customer; to meet and surpass their expectations. To ensure the maximum return on investment, it is critical that all the cash handling devices in your network are available to support your staff with minimal downtime due to faults or required upgrades.

AVAILABILITY TO PERFORM TRANSACTIONS

Cash handling technology is designed to improve the experience you deliver in your enterprise by releasing staff from the task of counting cash and thereby creating more opportunities for customer interaction, improving counterfeit detection, securing cash at the point of transaction, and decreasing the time needed for start and end-of-day balancing. To ensure maximum return on investment, it is critical that all the cash handling devices in your enterprise are available to support your staff in their role and are available to perform cash transactions for customers.



CASH AUTOMATION UPGRADE AND UPDATE CHALLENGES

Traditionally, upgrades and updates to cash automation devices, such as new currency pattern-sets or firmware, are performed by a service technician onsite. This requires devices to be removed from service during business hours, resulting in reduced counter service and deployment of additional security measures. The process can become inconvenient and potentially disruptive for your customers and equally frustrating for your staff.

Staff spend too much time resolving equipment issues when they could be serving customers.

Unnecessary disruption to customers and queues at service positions when a device is not operational.

Waiting for service engineers to attend the premises and diagnose an issue in cases where devices are not connected.

Having to close a customer service position if a device is down.

Security and scheduling issues for opening cash equipment for fault resolution.

Manual auditing/compliance requirements and processes a drain on resources.

Devices are 'down' when a simple update or intervention is required, but a service engineer is required to resolve.

High cash position due to lack of visibility of cash usage.

Legal requirements to be compliant with the latest regulations regarding fitness and valid notes.

Too much management time spent on asset management.

BUSINESS PROTECTION AND EFFICIENT UPDATE DEPLOYMENT

By enabling continuous performance monitoring of cash automation devices, Glory can manage your fleet proactively and efficiently; thereby increasing operational availability and providing real time performance data. UBIQULAR Bridge also provides supplementary data for proactive support, faster issue resolution to help users and critical product health checks, resulting in higher operational availability.

Free-up staff time to dedicate to selling and other value-added customer facing activities.

When devices are connected, Glory can reset and update devices remotely leading to improved device availability.

Eliminate interruptions within your premises for routine updates.

Staff can perform interventions to resolve issues quickly and not call out a service engineer unnecessarily.

Improve customer experience by increasing/improving the availability of cash devices.

Ensure devices are available to serve customers and staff have the best tools to perform their role.

Provide the enterprise with the best tools to meet regulatory requirements.

Deal with changes in regulatory requirements quickly around banknote updates to improve counterfeit detection.

DELIVERING VALUE ACROSS YOUR ENTERPRISE

Glory's UBIQULAR Bridge is a remote monitoring and management solution, designed to provide a simple yet comprehensive way of managing connected and supported Glory devices across your enterprise.

Should a device require technical support, UBIQULAR Bridge provides an alert to Glory's helpdesk, as an issue occurs, meaning no time is lost in communication of the error between staff and the Glory helpdesk; in addition, the help-desk will have access to accurate and detailed information on which to base the resolution of the problem.

- Increasing the availability of the cash automation devices, will improve staff satisfaction and make their role easier.
- Remote monitoring of cash automation devices allows the operator to focus on their customers' needs.
- Remote updates of cash automation devices improves operational efficiency.
- Devices kept in an optimal operational state help to improve customer experience.



IMPROVE **STAFF SATISFACTION** AND MAKE THEIR ROLE **EASIER**



Your staff's core role is to serve customers, not process cash and look after cash handling devices. UBIQULAR Bridge ensures that if a device develops a fault or issue, then staff can continue to serve customers. By ensuring a device is being monitored remotely, this can happen simultaneously and not impact on customer service.

- Remotely monitoring devices installed within an organisation takes the focus away from staff to do so.
- Supports the coordination of self-fix activities.
- Quick and efficient deployment of updates to cope with issues such as new issue banknotes.
- Identify training needs via event review and analysis.
- Maximise availability of devices to perform transactions for customers.
- Adhere to regulations from central banks within quick time frames – ensure compliance with the latest regulations regarding fitness.
- Improve staff job satisfaction as staff know their cash automation device is reliable and available to serve customers.
- Remote monitoring avoids extended device downtime.
- More detailed information provided to Glory to aid issue resolution.
- Avoid inconvenient and potentially disruptive manual update processes.

ENABLE **STAFF** TO **FOCUS** ON THEIR **CUSTOMERS'** NEEDS

It is critical that all the cash handling devices in your network are available to support your staff with minimal downtime due to faults or upgrades. As with any network of devices, the time taken to return a device into service is driven by three phases: fault detection, fault diagnosis and fault resolution. UBIQULAR Bridge removes the onus on staff to perform all three parts of this process, allowing them to focus on customers.

- Issues can be fixed remotely by Glory helpdesk, and not impact staff.
- Issues can be identified early meaning less downtime, so less disruption.
- Staff can serve customers more quickly due to an increase in uptime of devices.
- Staff can focus on other value-add activities as their time is not taken up with monitoring/equipment issues.
- Intelligent dispatch provides advanced details of any potential issues so they can be fixed first-time.
- If an on-site visit is required, less downtime and interruptions.
- Reduced downtime of devices when a service intervention is required.



IMPROVE OPERATIONAL EFFICIENCY

UBIQUAR Bridge allows you to maximise device availability and therefore continue to perform transactions for customers. By enabling continuous performance monitoring of cash automation devices, Glory can spot early warning signs of potential operational issues. **UBIQUAR Bridge** also provides supplementary data for proactive support, faster issue resolution to help users and critical product health checks, resulting in higher operational availability.

- Maximise availability of devices to perform transactions for customers.
- Have updates made to devices at a time convenient to the organisation (out of hours).
- Avoid devices being down and therefore queues forming.
- Avoid security issues associated with out-of-date firmware/pattern sets.
- Effective problem resolution and faster return to service.
- Mitigates the risk of counterfeit acceptance and the subsequent cost/risk.





IMPROVE CUSTOMER EXPERIENCE

The availability of devices that serve customers is of paramount importance to delivering an exceptional customer experience. Through continuous monitoring and management, UBIQULAR Bridge can ensure those devices are maintained in their optimal operational state and ready to provide an uninterrupted experience at the front line.

- Deploy necessary firmware and configuration updates remotely.
- Ensure service is maintained.
- Always ensure compliance with the latest regulations regarding fitness and counterfeit detection
- Reduces the time and cost taken to deploy updates to a fleet of devices.
- Eliminate interruptions within the enterprise for routine updates.
- Minimise the need to take devices out of service during business hours.
- Avoid an inconvenient and potentially disruptive manual update process.
- Detect potential issues before they become a problem and impact customer service.

Related solutions...

UBIQULAR™ Inform

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



CI-10X

Compact and high-capacity solutions enabling automated cash handling at point-of-sale positions.



GLR-200

GLR-200 supports customer dispense and deposit transactions of any value or denomination, as well as foreign exchange.



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