

GLORY



Reliable and efficient cash handling at the cash desk and in the back office

Grand Casino Bern, Switzerland

Grand
CASINO
BERN



The Grand Casino Bern wanted all their cash processing to be managed by devices from the same supplier, to provide a uniform process. When deciding which new devices to deploy, above all, increased reliability, in addition to process optimisation at the Casino cashier's desk and in the cash centre, were priorities.

THE CHALLENGE

Since the Grand Casino Bern opened in 2002, it is one of the eight casinos with A-Licence in Switzerland. With a stylish ambiance, it offers guests a comprehensive range of table games as well as slot machines.

Cash processing plays a central role in the casino, because of the many touchpoints where cash is used – be it at the onsite ATMs, slot machines, at the cash register when exchanging chips, or in the back office of the casino.

Reliable solutions for efficiently and smoothly processing cash in the approximately 1,500 square metre casino is of great importance. The management team wanted to replace their existing cash management systems in order to minimise susceptibility to errors within their automated cash handling processes.

Malfunctions on devices previously wasted important employee resources and subsequently caused dissatisfaction. With the introduction of a new cash management system, the Casino wanted to also ensure their systems would be fully supported by the same provider.

In summary, Grand Casino Bern had the following goals from their cash management system:

- Increase efficiency and reliability
- Increase employee satisfaction
- Full support and service



THE SOLUTION

In order to efficiently process the large volumes of cash within the Casino, Grand Casino Bern decided to optimise their processes using cash management solutions from GLORY.

In addition to seven GFS-120 banknote counters located at the Casino's cash registers, the back office was equipped with USF-200 and UW-F12 banknote sorters.

The GFS-120 devices count banknotes taken at the cash registers – due to their high capacity, notes are processed quickly and smoothly and therefore, the solutions contribute to improved productivity of employees working on the floor. The integrated dust protection shutter also prevents dirt particles from notes being emitted, and at the same time ensures less noise.

The three banknote sorters located in the Casino's back office (USF-200 and UW-F12) offer an efficient and reliable solution to sort all banknotes coming in from the floor. In particular, their ease-of-use is one of advantages identified by staff.

A second USF-200 device is connected to the DRGT™ Casino system. This allows the Casino to send the results of the banknote count directly to the Casino software, providing a secure and efficient reconciliation process for further business operations optimisation.



THE SOLUTIONS USED AT A GLANCE

GFS-120: EFFICIENT BANKNOTE COUNTER FOR THE POINT OF SALE

The GFS-120 banknote counting machine from Glory processes up to 900 notes per minute and provides significantly increased efficiency. At the same time, the solution offers effective protection against counterfeit notes. The low rejection rate, reliable detection, banknote authentication of several currencies and the precise counting mechanism also ensure extremely accurate results.

Another advantage of the GFS-120 is the protective shutter that closes automatically at the front of the note output when each counting process starts. This means the device is particularly quiet and also reduces dust emissions – for a safe and pleasant working environment.

USF-200: USER-FRIENDLY, FAST AND PRECISE

With its compact design, the efficient USF-200 banknote sorter is specifically designed for environments with limited space. Large volumes of cash can be processed quickly and easily, as the system has two counting compartments, each with a capacity of up to 200 banknotes. Not only are banknotes quickly checked and counted, they can also be sorted by location and currency; TITO tickets can be off-sorted to a reject pocket at the same time. The ergonomic design, combined with low noise emissions, ensures a user-friendly work-flow and experience.



THE SOLUTIONS USED AT A GLANCE

UW-F12: SMOOTH AND SAFE BANKNOTE PROCESSING

The UW-F series enables smooth banknote processing and offers maximum flexibility within a small footprint. A high capacity note hopper allows large quantities of banknotes to be processed at any one time. This ensures higher productivity and while allowing less time to be spent in the cash centre by employees.

Customised programs are available to the operator, via the large, clear, touch-screen display; virtually any banknote processing requirement can be simply selected and fulfilled. For example, UW-F can sort by denomination and fitness simultaneously, without loss of processing speed. Easy maintenance as well minimal downtime to perform maintenance, also ensures maximum efficiency.



THE ADVANTAGES



CASH PROCESSING OPTIMISATION

Glory's solutions enable high precision and reliability. This means that the processes at the cash registers and in the back office are more efficient. At the same time, the devices work at high speeds, so counting and sorting banknotes is quick and the cash is available for re-use in a short time; via ATMs on site, back into the cash registers, or paid into the bank.

In addition, Grand Casino Bern benefits from extensive support and maintenance services. This means that cash processing activities run smoothly even in the event of a malfunction.

INCREASED EMPLOYEE SATISFACTION

The reliability of the solutions used in the daily running of the casino and process optimisation at the Grand Casino Bern has led to happier employees. With extremely low susceptibility to errors, employees rarely have to intervene in cash handling processes and can also rely on support from Glory.

With access to a network of experts, the Casino saves time and important resources. The ease of use and the simple cash handling processes represent further advantages of the new system. In addition, since the devices are very quiet while in operation, this means there is less noise in the working environment and has contributed to overall staff satisfaction with the new solutions.

“The new system from Glory provided technology has only had positives effects. From better functionality via reduced noise, to general process optimisation – the satisfaction and motivation of our employees has been strengthened, by the advantages delivered, leading to increased enjoyment of operations. The improvements are already demonstrated with the first use of the new devices.”

Hans Perren, Grand Casino Bern

SUMMARY: CASH PROCESSING IN GRAND CASINO BERN

The Grand Casino Bern opened in April 2002 and is one of eight A-casinos in Switzerland. Offering a total of 1,500 square metres of floor-space, its guests enjoy a mix of gaming tables and slot machines in the Casino's historic Kursaal building.

There are a total of 170 employees in the busy Grand Casino. Glory's solutions process cash at the registers and the back office, significantly optimising the Casino's cash handling processes. Banknotes are processed quickly, accurately and counted, sorted and checked for authenticity. This has increased employee satisfaction and maximised overall cash handling productivity.





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