

GLORY

# Optimising cash management and improving security

Helados La Abuela



## THE CHALLENGE

Helados La Abuela is a well-known ice-cream parlour dedicated to the creation of high-quality artisan ice-creams, with the aim of satisfying their customer needs and offering an excellent service.

During peak hours, when there are high volumes of customers, Helados La Abuela needed to speed up cash collection at the point of sale in order to reduce customer waiting time and be able to provide a more personalised service.

It was also essential to eliminate cash discrepancies and perform the cash management process quicker and without errors.

In addition, they required a solution that allowed them to eliminate cash exposure and enhance security in their stores.

**“Since we have had the CASHINFINITY™ CI-50 cash recycling solution from GLORY, we can carry out the cash balancing process without errors in just 5 minutes.”**

Antonio Ruiz, Owner Helados La Abuela

## THE SOLUTION

To meet their cash management needs, Helados La Abuela chose Glory's CASHINFINITY solutions, as they considered the CI-50 for front office cash recycler was the perfect solution for their stores. Previously, they had tested three alternative cash handling systems, but none of them delivered the same level of efficiency/functionality as the CI-50 from Glory.

With the compact CI-50 cash recycler, Helados La Abuela has been able to eliminate the need for staff to manage cash at the point of sale. In addition, with the easy integration with the existing POS system, they have securely automated managing cash, thus minimising the risk of errors and losses, increasing staff productivity and improving customer service.

Additionally, the possibility of knowing the status of the cash inventory in real time has allowed Helados La Abuela to significantly reduce the frequency of cash collection and delivery services.

Therefore, with the implementation of the CI-50 cash recycler, Helados La Abuela has optimised the cash management processes in their shops.



# THE BENEFITS FOR HELADOS LA ABUELA

The benefits obtained by Helados La Abuela after the implementation of the CASHINFINITY CI-50 system from Glory proved that it was the perfect solution to satisfy their cash management needs, due to the offering of proven reliability and effectiveness.

## AUTOMATED CASH MANAGEMENT

- Manual cash counting eliminated
- Cash balancing time reduced from 30 minutes down to 5 minutes per day
- Time reduction in shift changes
- Record of all transactions

## SECURITY

- Cash exposure in the shops eliminated
- Lower risk of theft / cash shrinkage
- Improved overall security in stores
- Fraud eliminated by counterfeit banknote/coin detection

## CUSTOMER SATISFACTION

- Waiting time at the point of sales reduced by 50%
- Provision of change without errors
- More personalised customer service

## IMPROVED STAFF EXPERIENCE

- Reduction of workload at the point of sale
- Less stress
- Job satisfaction increased



The Helados La Abuela solution is part of the overall retail offering from Glory – an offering that addresses the breadth of cash management requirements throughout the Retail Cash Chain. Glory's specialist knowledge and expertise ensures any retail organisation can optimise its entire cash chain to improve its bottom line – transforming cash from its customer's pocket into a healthy profit.



## OPTIMISING THE RETAIL CASH CHAIN

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