

GLORY



Professional Services
Enables Project Success



THE CUSTOMER

As a mutual building society, Market Harborough Building Society (MHBS) is a member-owned organisation, providing a range of savings and mortgage products. Founded in 1870, MHBS employs c. 150 staff members and operates five branches across Leicestershire and Northamptonshire in the UK.

THE CHALLENGE

In the span of a year, the town of Market Harborough experienced the closure of several bank branches, leaving local residents and businesses without access to vital financial services.

In response, MHBS began exploring ways to deliver additional banking services to the community.

*OneBanx (a Glory company) provides innovative shared banking solutions in collaboration with financial institutions, to enable customers to physically carry out transactions with any UK bank account. The various kiosk formats facilitate cash deposits and withdrawals (notes and coins) in areas without physical branches, improving accessibility and convenience within underserved communities.

THE SOLUTION

MHBS partnered with OneBanx* and Glory to install a shared banking kiosk in the town's Welland House branch, restoring multi-bank services to customers and the local community.

With only a three-month window for kiosk installation, Glory's Professional Services (PS) team delivered comprehensive Project Management support, ensuring a well-coordinated deployment from initial planning and strategy, through to device training and a smooth transition to 'business as usual'.

“Our team’s proven expertise with similar projects for other building societies enabled us to anticipate all necessary steps and tasks, and to manage every detail of this project. This ensured both the OneBanx kiosk installation and MHBS requirements were successfully executed, giving MHBS and OneBanx complete peace of mind and allowing them to focus on other core business priorities.”

**Phil O’Neill, Project Manager,
Glory Professional Services**



THE BENEFITS

Glory's Project Management services allowed OneBanx to successfully plan and implement the kiosk installation and commissioning in line with the launch strategy.

Symon Buckman, Head of Operations at OneBanx, explained:

"With extensive experience in deploying kiosks across financial institutions, we understood the value of strong Project Management proficiency. Glory's PS team brought structure, clarity, and expert organisation to ensure the kiosk installation was completed on time, on budget, and with minimal disruption to MHBS."

"Their structured approach and strategic resource allocation resulted in a successful rollout delivered on schedule."

"Throughout the project lifecycle, the PS team provided comprehensive coordination of resources, timelines, and tasks to ensure alignment with the objectives agreed upon with MHBS and OneBanx throughout the project lifecycle."

Symon Buckman,
Head of Operations, **OneBanx**

THE RESULTS

Glory's PS Project Management team delivered the programme on time and within budget, leveraging structured workflows and effective resource allocation, to achieve seamless stakeholder alignment and project execution.



"The installation of our OneBanx kiosk represents far more than a financial investment, it's a clear demonstration of our commitment to the local community as part of our Thrive! agenda. At a time when local traditional banking services are disappearing from high streets, this kiosk helps restore essential access for personal customers, local businesses, and community groups."

Iain Kirkpatrick,
Chief Executive Officer, **MHBS**



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