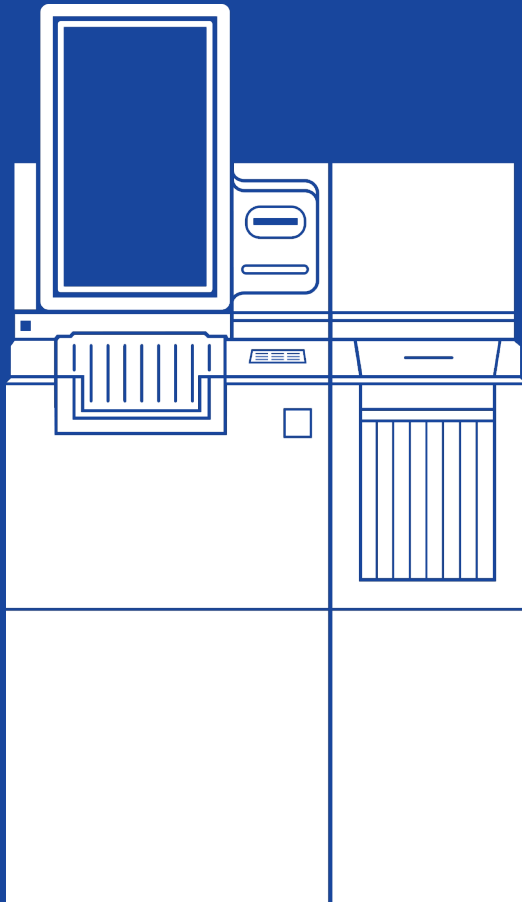


GLORY



Shared Banking Deployment Success
provided by Professional Services





ABOUT NEWCASTLE BUILDING SOCIETY

Newcastle Building Society is the UK's 8th largest building society, operating 33 branches across the North East, Cumbria, and North Yorkshire. Newcastle Building Society strives to benefit its members, local communities, and the region, and is driven by its purpose to 'connect communities to a better financial future'.

With bank branch closures continuing across the UK, Newcastle Building Society Head of Branch Development, Dale Barclay explains: "Customers are at the centre of everything we do, we believe it is our responsibility to find new ways to keep in-person financial services in our communities."

To address the growing loss of access to cash and physical banking, Newcastle Building Society partnered with Glory and OneBanx* to install multi-bank kiosks in two branches.

Expanding on the success of these initial deployments, and with Pickering facing the closure of its last remaining bank, Newcastle Building Society took proactive steps to open a new branch in the town. As part of this initiative, the Building Society launched a further OneBanx kiosk, with the Glory Teller Concierge (TC) solution integrated with the kiosk application and backend services – marking the first implementation of its kind in the UK.

*As a Glory company, OneBanx collaborates with building societies and banks to address the decreasing availability of in-person banking. OneBanx's technology platform enables financial institutions to provide customers with access to vital banking services.

THE CHALLENGE

As a regional financial institution, Newcastle Building Society is extending its capabilities to serve community banking needs. The kiosk solution provides banking access through a combination of open banking, managed services, and self-service cash recycling, allowing the businesses and residents of Pickering to easily access cash services. To support this transformation, the Building Society and OneBanx sought specialist expertise aligned with industry best practice. The principal requirement was Project Management to coordinate the deployment activities and oversee the successful launch of the new shared banking facilities.





“Effective Project Management brings structure, clarity, and momentum to programmes – keeping teams aligned, risks under control, and delivery on track to achieve the best possible outcomes.

Newcastle Building Society required the PS team to provide this at their Pickering branch to ensure the successful launch of the new shared banking facilities.”

Javed Anjum, Chief Executive Officer,
OneBanx

THE SOLUTION

With extensive industry experience delivering similar programmes, Glory’s Professional Services (PS) team was selected to provide Project Management support, coordinating all project tasks and deliverables.

The team managed the full project lifecycle – from initiation, planning and training, through to execution, monitoring, and final closure, coordinating stakeholders, and ensuring agreed delivery outcomes. Throughout the programme, strict governance and robust controls were applied, to make sure the project was delivered and installed successfully before handover.



THE BENEFITS

GLORY's PS team was instrumental in ensuring the successful delivery of the project, directly supporting the Building Society's wider cash management strategy. Drawing on their expertise in cash automation and system integration, the team delivered a solution tailored to their operational requirements.

Close collaboration throughout the project ensured a smooth implementation, minimal disruption, and rapid user adoption.

As a result, the Building Society strengthened its ability to support local businesses and residents, and took a confident step forward in its mission to 'ensure people have continued access to local cash banking services'.



“The Pickering branch has experienced strong, consistent usage of the multi-bank kiosk, alongside high engagement with our services. We’re pleased the branch is performing significantly ahead of its business case, with the open banking kiosk playing a key role in that success.”

Dale Barclay,
Head of Branch Development,
Newcastle Building Society



Scan or click to
get in touch

Glory Global Solutions

 <https://www.glory-global.com>

CS-NEWCASTLEBUILDINGSOCIETY-PS-0526/EN_1.0

Glory Global Solutions is part of GLORY LTD. This document is for general guidance only. As the Company's products and services are continually being developed it is important for customers to check that the information contained herein includes the latest particulars. Although every precaution has been taken in preparation of this document, the Company and the publisher accept no responsibility for errors or omissions. The Company and the publisher accept no liability for loss or damages resulting from the use of the information contained herein. This document is not part of a contract or licence save insofar as may be expressly agreed. All capabilities and capacity and throughput figures are subject to note/coin size, note/coin quality and process used. GLORY and its associated graphical representation is a trademark or a registered trademark of GLORY LTD. Group of Companies in the EU, the U.S. and other countries. OneBanx is a UK registered trademark of Unified Financial Limited. © Glory Global Solutions (International) Limited 2026.