

GLORY



**A holistic approach makes cash management
more reliable, efficient, and profitable**

POCO Germany

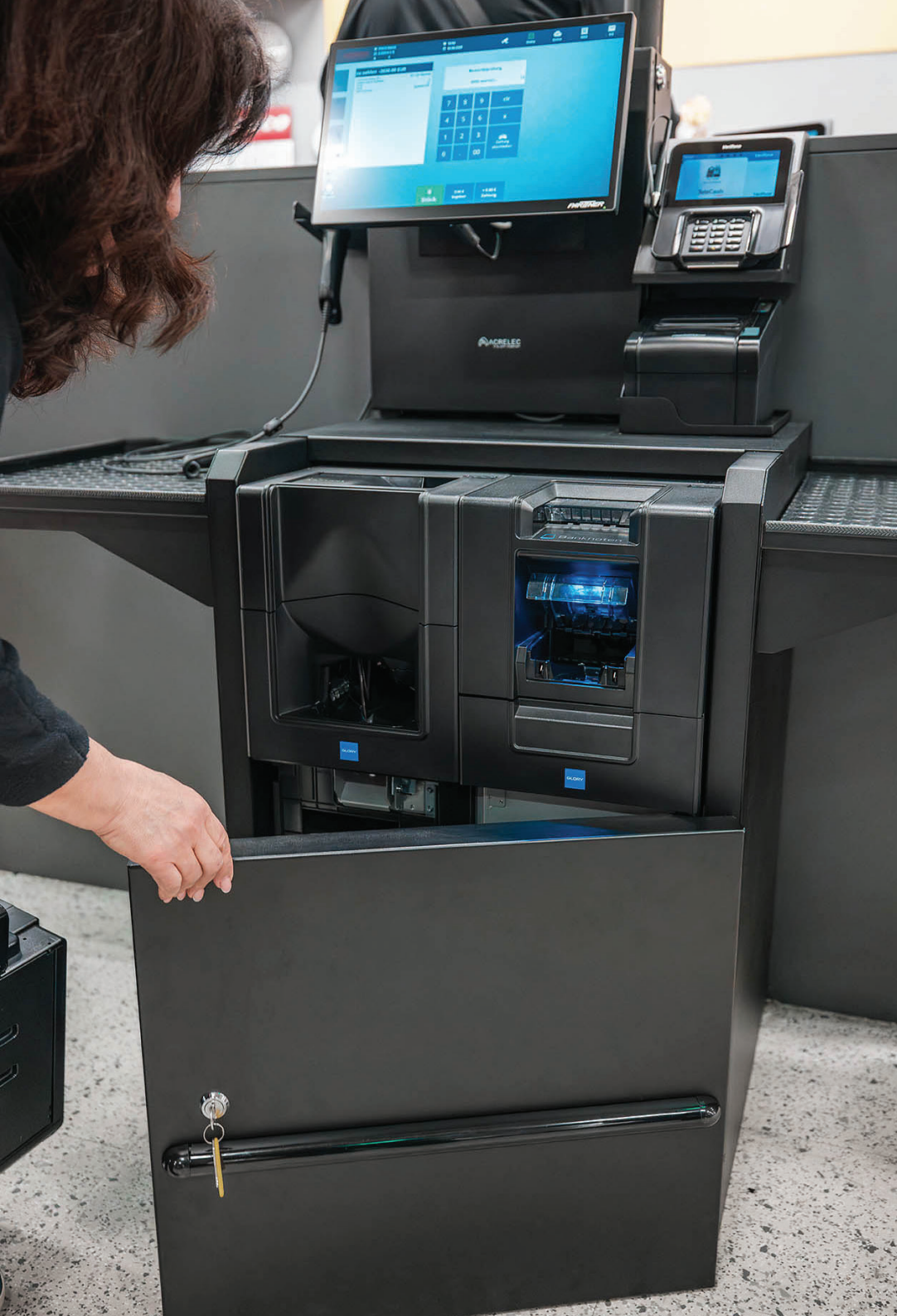
POCO



THE CHALLENGE

A familiar picture in the furniture retail industry: employees reach their limits after long shifts, checkout positions remain unstaffed, customer service suffers, and dissatisfaction rises amongst staff and customers. As in many other retail environments, streamlining processes and automating labor-intensive manual workflows is becoming increasingly critical to success. This applies in particular to cash management, which remains highly relevant for the POCO furniture retail chain. After all, cash payments still account for more than 60% of transactions across all stores.

In order to increase efficiency and ease the workload on employees, POCO had previously implemented cash management systems from other manufacturers. However, the company was not satisfied with the reliability of these solutions. Over time, the machines showed signs of wear and tear, and neither new device generations nor replacement units were provided. What was completely lacking was the ability to centrally monitor and manage the devices. For updates or technical issues, a technician had to be dispatched to the respective store each time. As a result, only local solutions were possible, and insights could not be consolidated or leveraged at a company-wide level.



When a new company-wide checkout system was scheduled for implementation, the outdated hardware proved to be a bottleneck. It was no longer able to keep pace with the modern software and began to slow down cash-handling processes. As a result, POCO decided to modernize its cash management infrastructure.

The primary objectives behind changing providers were higher device availability, as well as cost savings and efficiency gains—for example by enabling staff to be deployed more selectively in value-adding or service-oriented roles. Improving security was also a key consideration: through increased protection against theft and counterfeit money, as well as a secure cash cycle with as little direct interaction with cash by employees as possible.



THE SOLUTION

In the search for a new, reliable partner for automated cash handling, POCO chose GLORY. GLORY hardware has been in use at POCO stores since 2021. Today, around 50 CI-100 cash recyclers as well as approximately 100 compact CI-10X models (or their predecessor version, the CI-10) are in operation across Germany.

The rollout of S15, the self-checkout solution from ACRELEC – a GLORY company, is also currently underway. In order to meet operational requirements at a company-wide level, POCO additionally implemented the device software CI-SERVER and the cloud-based UBIQULAR™ Bridge in 2024. This enables POCO to remotely monitor and manage all GLORY devices via a network connection.



THE BENEFITS

Since the introduction of GLORY solutions, device availability in POCO stores has increased by an impressive 90%. This figure alone proves that we made the right choice,” says Alexander Herold, Team Lead – Checkout Operations, IT Department at POCO. All other objectives were also fully achieved, with noticeable benefits across a range of different areas.



“Since the introduction of GLORY solutions, device availability in POCO stores has increased by an impressive 90%.”

Alexander Herold,
Team Lead – Checkout Operations,
IT Department

Greater Efficiency and More Targeted Staff Deployment

The combination of hardware and software enables smoother, more seamless processes. In stores equipped with GLORY systems, the daily time required for cash handling has been reduced by two hours per day. Employees are not only relieved of time-consuming and error-prone tasks—such as counting change or identifying counterfeit banknotes—but also benefit from faster and easier operation of the cash recyclers. The results allows staff to be deployed much more selectively for roles that match their skills, which in turn enhances customer service and improves the overall customer journey.

Easy Integration

The network-enabled GLORY devices and integrated software solutions allow for straightforward implementation. In particular, integration with the checkout system has become significantly easier at POCO. “We recently had a situation where a checkout had to be replaced in a store that did not yet have a GLORY system. It felt like it took around 45 minutes before the checkout was able to communicate with the machine. With GLORY devices, it really only takes about 30 seconds,” says Alexander Herold.

“Especially with UBIQULAR, we have achieved a major optimisation of our processes – and we are not even using the software’s full potential yet. I can recommend GLORY solutions with complete confidence.”

Alexander Herold, Team Lead – Checkout Operations, IT Department

Easier Issue Detection, Fewer Service Visits

The network capability of the devices and continuous monitoring via UBIQULAR significantly simplify problem analysis in the event of technical issues. As a result, POCO was able to reduce troubleshooting time by an average of 20 to 30 minutes per cash recycler. Because the devices can be centrally managed, cash levels checked remotely, and software updates deployed remotely, on-site visits by service technicians are required far less frequently.

Reliable and Personal Service

POCO particularly values the competent service provided by GLORY. “Right from the start, the collaboration was more than satisfactory,” emphasizes Alexander Herold. This was reflected, among other things, in the rapid support provided for software adjustments, as well as in the fact that all stores were visited by GLORY service technicians during the implementation of UBIQULAR, ensuring that device settings were brought up to the required standard.

Fewer Cash-in-Transit Services, Greater Security

Thanks to more efficient control and monitoring of cash levels, cash-in-transit service providers are required to visit stores less frequently. As a result, the number of cash collections has been reduced by one third. This not only lowers costs, but also significantly increases security. The same applies to the fact that employees have less – if any – direct contact with cash. GLORY’s software solutions enable a closed cash cycle, spanning seamlessly from the checkout zone through to the cash office.



CI-SERVER*

CASH MANAGEMENT SOFTWARE

The CI-SERVER cash management software is part of GLORY's CASHINFINITY™ portfolio and forms the foundation for centralised cash management. The web-based reporting tool provides real-time business intelligence data and automatically delivers device updates and status information. Employees and store managers have full visibility of cash flow and cash holdings at all times. When combined with front- and back-office devices, CI-SERVER enables a fully closed cash cycle, ensuring that cash is securely stored at every stage.



* Further information on the new-generation CASHINFINITY™ (CI-SERVERX) can be found on our website.

UBIQULAR BRIDGE*



UBIQULAR Bridge is GLORY's remote device management solution for all automation devices and can be conveniently accessed via smartphone or tablet. Through remote monitoring, the performance of connected cash management solutions can be viewed in real time. Bridge provides early warnings of potential issues, delivers additional data for proactive support, and enables faster issue resolution—helping staff at the point of sale. In addition, the software continuously provides information on the current device status. Firmware updates and new currency datasets are delivered remotely, with installation scheduled outside of business hours. This ensures that ongoing operations are not disrupted. All of this contributes to improved operational readiness and higher device availability.



*Further information on UBIQULAR Enterprise Managed Services can be found on our website.



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