GLORY

Technology provides the answer

Republic Bank Limited, Trinidad and Tobago

Republic Bank

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Derwin Howell, General Manager, **Republic Bank**

ABOUT DERWIN HOWELL, REPUBLIC BANK

Derwin Howell is General Manager, Commercial and Retail Banking responsible for Republic Bank’s retail branch network of 42 locations across Trinidad and Tobago. With a background in electrical engineering and telecommunications, Derwin joined the Republic Bank Group in 1997, holding the positions of General Manager, Information Technology Management and General Manager, Business Transformation before moving into his current role in 2006.

Republic Bank is the largest bank in its home country of Trinidad and Tobago, with assets of over US$ 6 billion. Over the years the Bank has expanded its operations and financial services offering to position itself as one of the leading financial institutions across the Eastern Caribbean.

The Bank traces its history back to 1837, when it was called Colonial Bank. In 1977 majority share holding passed into local hands, and in 1981 the Bank changed its name to Republic Bank Ltd, signifying its status as a national bank.

Through its charitable Power to Make a Difference programme the Bank has also invested over US$10 million in the communities it serves over the last five years. The programme is targeted at areas including poverty alleviation and health, youth development through education, sport and culture projects.

THE CHALLENGE

In the increasingly competitive world of banking, companies are utilising the latest technologies to drive cost down, achieve more efficient cash handling and improve the in-branch customer experience.

Republic Bank Group is no exception. As one of the Caribbean's leading financial institutions, the Trinidad & Tobago-based group employs a range of innovative cash management solutions to sharpen its competitive edge.

Derwin Howell, Republic Bank's General Manager Commercial and Retail Banking, comments: "Our vision is to be the financial institution of choice for customers, staff and shareholders.

But to achieve that vision we have to strike the difficult balance of reducing costs and increasing productivity across our branch network, without compromising on excellent customer service.

"Technology provides the answer. We pride ourselves on leading the field locally in our use of the latest advances in cash handling solutions."

THE SOLUTION

Republic Bank selected as its technology partner, cash solutions expert Glory, whose full product portfolio covers the entire cash management cycle.

One key project was a new surveillance system in Republic Bank's cash processing centre – a first in the Caribbean region. The system introduced electronic cameras and microphones into the cash counting process designed by Glory's local business partner, Tridium.

This system freed-up 50% of the resource required for counting the night deposit bag, significantly boosting efficiency and productivity.

Most recently, the Bank has purchased QC™, Glory's innovative solution for quick and easy self-serve coin deposit. As Derwin explains, QC will play a key role in a national initiative to encourage the circulation of coins across Trinidad & Tobago.

"When I first saw QC I was immediately interested in its potential to deliver dual benefits," he recalls.

"First, I could see how it offered us an opportunity to create some excitement around the in-branch experience for customers, and that has proved to be the case.

We have had fantastic feedback from customers and staff regarding the pilot machines. There have been reports of people going back to their cars to search for coins and bringing them back into the branch to watch how the machine works!

QC is being targeted at the youth market, in particular. A marketing campaign directed at school children aims to create a sense of excitement about coming into the branch on the way home from school with their parents to convert their piggy bank change."

QC™ THE LATEST INNOVATION IN COIN DEPOSIT

A novel solution for quick and simple coin deposit in retail bank branches, QC is one of the latest innovative additions to Glory's expanding portfolio of coin handling products.

The easy-to-use, fast, self-service solution utilises Glory's proven Mach™ sorting technology to count and authenticate coins.

The auto-feed system allows safe and continuous processing, either sorting coins into individual denomination bags or into mixed coin bins, whilst automatically rejecting foreign objects and intrusive or counterfeit coins.

QC removes the need for customers to pre-sort their coins or wait in the teller queue and improves teller productivity by alleviating the burden of over-the-counter coin handling.

SELF-SUFFICIENT IN COIN

Secondly, says Derwin, QC provides a solution for encouraging the repatriation of coins.

"There is a shortage of coin in circulation in the country, and it can be challenging for the Central Bank to supply the Banks with sufficient coin to meet their commercial customers' needs. QC will help us to become more self-sufficient by encouraging customers to bring coin directly into our branches."

The bank has had a particular focus on placing QC into its shopping mall branches, where Derwin believes they will be able to capitalise on the extended opening hours to get more face-to-face time with customers coming in to use QC.

“If I was asked how Glory and Tridium can improve their service to us, I would reply: How do you improve perfection!”

Derwin Howell, General Manager,
Republic Bank

THE BENEFITS FOR REPUBLIC BANK

But why choose QC, rather than one of the other coin deposit solutions out in the market?

“In my view when you talk about cash handling Glory is the first name that comes to mind,” answers Derwin. “At all the trade shows I have visited over the years I don’t believe I have seen other suppliers’ products match the innovation one finds in Glory’s solutions. It is this leading edge innovation that is enabling the Bank to achieve significant efficiency gains.”

But, according to Derwin innovation is not the only factor considered when selecting a supplier. “If I was asked how Glory and Tridium can improve their service to us, I would reply: How do you improve perfection!”, he laughs.

“The strength of relationship with a supplier is equally important as the product or service one is buying. We have no doubt that our team at Glory and Tridium would turn night into day for us. Just as in our business, where we aim to win customer loyalty through excellent service, so the teams at Glory and Tridium have won ours through their responsiveness, fair pricing and willingness to go the extra mile. Novel technology that delivers true value combined with that level of service, adds up to the perfect partnership.”

“And now we are in the final process of looking at piloting some of the TCDs and TCRs from Glory in two new branches being constructed.”

GLORY

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