

GLORY



photo: Rosewood Hotel Schloss Fuschl

**With CASHINFINITY™ for greater efficiency
and employee satisfaction in everyday
hotel operations**

Rosewood Hotel Schloss Fuschl, Fuschl am See, Austria

ROSEWOOD
SCHLOSS FUSCHL
FUSCHLSEE-SALZBURG

THE CHALLENGE

Rosewood Schloss Fuschl combines historic charm with modern luxury. Following extensive renovations, the resort reopened in 2024 and offers its guests 98 elegant accommodations, including 42 suites and six exclusive lake chalets. Surrounded by the unique landscape of the Salzkammergut, guests can enjoy six restaurants and bars, the Asaya Spa, and tailor-made leisure activities.



With the aim of ensuring excellent service through efficient backoffice processes, the finance team sought a solution to optimize the time-consuming process of cash handling.

Until then, employees had to reconcile their cash balances according to the dual-control principle: at the end of each shift, receipts were counted by two people, recorded, and deposited in a DropSafe. The following day, the General Cashier and another person withdrew the cash, checked and documented the amounts again, and manually compared them with the receipts of the individual employees.

In addition to being time-consuming, this process also led to rising costs. Cash was initially collected daily, and later weekly, by a cash-in-transit (CIT) company. For Rosewood Schloss Fuschl, it was clear that cash processes had to become more efficient, more secure, and easier for employees to use.

THE SOLUTION

Following a recommendation by the Rosewood Group, the hotel opted for a solution from GLORY, an approved vendor. The CASHINFINITY™ CI-100X cash recycling system is a modern solution that integrates seamlessly with existing systems such as Evention and the OPERA hotel management platform.

The implementation took place in April 2024 and went smoothly: new safebags were purchased, collaboration with CIT partner Loomis was adjusted, and internal training was conducted. After just a short time, employees were able to enter their cash balances directly into “GLORY” – as the CI-100X system is known internally. The system automatically takes care of counting, checking, and documenting, while the data is recorded in real time in the Evention software.

In addition, employees can check cash for authenticity during their shift or take change directly from the machine. The ease of use and quick acceptance by the team meant that the changeover was completed without any problems.



THE SOLUTION



The introduction of the CASHINFINITY CI-100X at Rosewood Schloss Fuschl has demonstrated how modern cash management systems can provide lasting support to the hotel industry. Increased efficiency, cost savings, and higher employee satisfaction speak for themselves – and make the traditional resort even stronger for the future.

“Everyday life in a hotel can often be turbulent, especially when reopening. That’s why we’re very happy that we can rely on GLORY – it saves both the operational and administrative teams a lot of stress.”

Rebecca Wilke
Assistant Director of Finance
Rosewood Schloss Fuschl



THE BENEFITS

With the CASHINFINITY solution, Rosewood Schloss Fuschl was able to fully achieve its original project goals:

- **Increased productivity:** Savings of 20 hours per week through automated cash processes.
- **Fast cash register closing:** automated counting and logging significantly reduces daily effort.
- **Increased security:** minimization of errors and cash register discrepancies, authenticity checks directly in the system.
- **Optimised cooperation with the CIT:** cash collections now take place every two weeks instead of daily.
- **Satisfied employees:** working with the GLORY solution is perceived as easy and self-explanatory.

For guests, the service remains unchanged at the highest level – the optimisation runs entirely in the background.



THE CONCLUSION

The Rosewood Hotel Schloss Fuschl, a traditional luxury hotel on Lake Fuschl, faced the challenge of optimizing its complex cash processes. Until 2024, all revenues were counted and documented manually according to the dual-control principle – a time-consuming and cost-intensive process.

With the introduction of GLORY's CASHINFINITY CI-100X cash recycling system, the hotel was able to modernise and automate its processes. The solution is seamlessly integrated into the existing systems (Evention, OPERA) and offers significant advantages for both employees and management.

RESULTS AT A GLANCE

- Savings of 20 hours per week
- Significantly faster cash register closing and accounting
- Increased security through automatic authenticity verification
- Reduction in cash transports from daily to biweekly
- Increased employee satisfaction and productivity
- Guests benefit from the same high level of service

CONCLUSION

With the CI-100X, Rosewood Schloss Fuschl was able to significantly increase its efficiency, reduce costs, and raise employee satisfaction – a real win for the traditional resort and a clear signal for the future of the hotel industry.



“The introduction of the GLORY solution has been a real win for us. Our employees greatly appreciate the ease of use of the CI-100X, and we have been able to make our processes more efficient while saving costs. The implementation was one of the easiest we have ever experienced.”

Rebecca Wilke
Assistant Director of Finance
Rosewood Schloss Fuschl

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