

GLORY

A GLORY CASHINFINITY™ Case Study

Challenge

Reduce time spent on manual cash handling at point of sale positions, in the back office, and on investigating cash discrepancies.

Solution

GLORY's CI-10X and CI-100X front and back office cash recycling solutions, along with EDGEPoS, automates cash handling and delivers an improved customer journey.

Benefits

- Increased overall productivity
- Cash losses minimised, reduced risk and CIT costs
- Front and back office cash processes connected

- More streamlined and efficient services in back office
- Management time saved around reconciliation and preparing cash for lodgement



Operational efficiency improved, increased productivity and security, a superior in-store customer experience delivered

Spar Madigans Court, Belfast



THE CHALLENGE

SPAR Madigans Court in Belfast wanted to address the time spent on cash handling at their point of sale positions and in their back office.

When they also included the time spent on investigating cash discrepancies due to human error, they decided a solution had to be found.



“One of the key factors to the success of the SCOs at Madigan’s was that we wanted to make sure there were no barriers to customers that would prevent them from being used. Customers can pay by card or cash, and installing GLORY’s CI-10X at each SCO enabled us to do this - customers can pay and leave quickly and easily”

Josie McKernan, Operational Manager



THE SOLUTION

SPAR Madigans Court installed GLORY’s CI-10X cash recycling solution integrated with Henderson Technology EDGEPoS retail software at their regular check outs and their self-checkouts (SCOs) – giving both payment options to their customers.

In addition to this, to give them more streamlined and efficient services in their back office and to save management time around reconciliation and preparing cash for lodgement, the store also installed GLORY’s CI-100X cash recycling solution in their back office.

“We have had the SCOs installed now for 6 months, and we are averaging 71% of all customer transactions through them. This is incredible, as we had a goal of 65% and we have exceeded that goal already! Staff are also more productive and have been reassigned into other areas of the store, as GLORY’s devices have enabled them to increase overall productivity, rather than having staff on our tills at all times”

Josie McKernan,
Operational Manager

THE BENEFITS

Josie McKernan, Operational Manager at SPAR Madigans Court said, “One of the key factors to the success of the SCOs at Madigan’s was that we wanted to make sure there were no barriers to customers that would prevent them from being used. Customers can pay by card or cash, and installing GLORY’s CI-10X at each SCO enabled us to do this – customers can pay and leave quickly and easily.

We now have seven CI-10X in our store, enabling automated cash handling at all point-of-sale positions - at regular check outs and SCO’s - helping us to improve efficiency, security, and ensuring we deliver a superior in-store customer experience.”

Josie adds, “We have had the SCOs installed now for 6 months, and we are averaging 71% of all customer transactions through them. This is incredible, as we had a goal of 65% and we have exceeded that goal already!

Staff are also more productive and have been reassigned into other areas of the store, as GLORY’s devices have enabled them to increase overall productivity, rather than having staff on our tills at all times.

Stand-alone SCOs and GLORY’s cash management devices at our regular check outs, along with EDGEPoS, helps us not only remove the need for staff to handle cash at the point-of-sale, but also minimises the risk of errors and shrinkage. This all ensures we deliver an effortless, efficient, and superior shopping experience for our customers.

Josie concludes, “GLORY’s front and back office solutions not only help Madigan’s improve operational efficiency, but also help to minimise cash losses, reduce risk and CIT costs. Having a fully closed loop solution enables us to connect both our front and back office cash processes, ensuring we are not only increasing productivity and security for our staff, but we are also enabling them to focus on other activities that improve customer experience and drive growth for our business.”



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CS-SPAR-MADIGANSCOURT-0724_1.0

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