

GLORY



Serving the community in Dublin

Tallaght West Credit Union





THE CHALLENGE AND BUSINESS ISSUE

About Tallaght West Credit Union

Tallaght West Credit Union, is a true community based financial services provider, supporting members in and around Dublin's largest suburb.

Since being founded in 1982 by a group of volunteers to meet the obvious need for the newly developed Tallaght West community to have access to financial services, the Credit Union has seen rapid growth, with a team of 13 permanent staff and 16 volunteers serving 18,000 active members.

Today, Tallaght's strategic objective, is to be the primary financial services provider for its member community enabling them to have access to its services across 24 hours a day using online, mobile and crucially – the branch channel.

Branches are the acknowledged hub of relationship management, and remain central to the transaction needs of Tallaght West Credit Union's members. In providing that crucial service, however, branch banking is still burdened with:

- The need for a secure and safe facility to store cash reserves during the day and after business hours
- Slow counter processes for cash dispense and acceptance that are prone to errors
- Easy balancing and reconciliation for what can be considerable counter activity

Since the beginning of 2018, Credit Unions have been upgrading their security to comply with the voluntary code of practice (VCOP) standards for Irish Financial Institutions. In doing so, Tallaght West took the opportunity to replace their existing static strong room safe with modern technology that not only met enhanced CEN3 security standards, but significantly improved their branch teller processes to enable better member engagement at the counter to support their growth strategy.



THE SOLUTION AND THE BENEFITS

Teller Cash Recyclers securely automate the authentication, acceptance and recycling of bank notes. Teller cash recyclers replicate the security of a traditional safe, automate start and end of day balancing, eradicate till/safe transfer processes, releasing staff to deliver an enhanced customer experience at the counter.

Tallaght West chose to deploy GLORY's industry leading, CEN3 rated RBG-200, teller cash recycler as the "head teller" in their branch environment.

Tallaght West is enjoying the benefits of:

- Increased security from the point of presentment with cash being immediately stored in the TCR CEN3 safe
- Streamlined procedures, with time spent balancing each night reduced from half an hour to 10 minutes
- Immediately being ready for business each morning, without the need for safe/till transfers and cash counting before the branch opens
- Enhanced management of shift changes between head tellers each day

In Tallaght West's own words:

"...We have found the auto head teller to be a really user friendly and practical addition to our cash management. It has increased our front office security while reducing time spent balancing each evening by at least 20 minutes. We are very happy to endorse it to other credit unions facing similar challenges..."



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