

GLORY

CASE STUDY GLORY UBIQULAR™ BRIDGE

The Challenge

Caja Rural de Asturias has been a Glory technology partner since 2000. They have an install base of 145 GFS-220 banknote counters and 66 Vertera™ 6G cash recyclers.

Updating the Glory recycler and counter device firmware has always been a manual process that required on-site assistance from Glory technicians at the Caja Rural de Asturias branches.

Caja Rural de Asturias' main objective was to be able to monitor their Vertera 6G recyclers and GFS-220 devices, but also to be able to provide firmware and currency template updates. As the product manufacturer, Glory was well positioned to provide Caja Rural de Asturias with a solution.

The Solution

Caja Rural de Asturias wanted to delegate device management directly to Glory. Having learned about the UBIQULAR Bridge solution during 2024, they decided to deploy onto their devices. The installation went very quickly and in less than 1 month, the entire install base was fully implemented. Now, with UBIQULAR Bridge, updating and tracking issues is done directly by Glory.



“There are many advantages to having Glory directly manage our devices. With limited knowledge, it saved investing time ourselves. Now, in expert hands, it is not only more convenient for us, but also far more efficient.”

Damián González De Lena Fernández,
Technology Department, Caja Rural de Asturias



THE BENEFITS

OPTIMISED OPERATIONAL EFFICIENCY

“We chose Glory’s UBIQULAR cloud services as it was the ideal solution for remote updating of cash management devices. Now, there are no interruptions for our daily branch operations, as updates are implemented outside of business hours. Furthermore, the devices can be upgraded as soon as new currency patterns become available.”

Damián González De Lena Fernández,
Technology Department, **Caja Rural de Asturias**

REDUCED COSTS AND IMPROVED RESOLUTION RATE

The installation of UBIQULAR Bridge onto our existing hardware within Caja Rural de Asturias branches, allows incidents to be resolved more quickly, as service technicians have more detailed device diagnostics in advance, which results in a better first visit resolution repair rate, not to mention a reduction in the associated technical service costs.

INCREASED STAFF PRODUCTIVITY

Glory’s UBIQULAR Bridge solution saves branch staff time by virtually removing any time spent in the management of the branch devices. Employees can now focus more on customers and other more productive tasks.



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