

GLORY

# The UBIQULAR™ Bridge Solution

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UBIQULAR™  
Bridge

# CONSIDERABLE AND SUCCESSFUL DEPLOYMENT EXAMPLES WITHIN THE UK AND AUSTRALIA

Changes to banknote design and/or substrate presents the ideal opportunity for the UBIQULAR™ Bridge solution. The sales team in the UK was faced with this when the Bank of England and the Scottish issuing banks exchanged cotton banknotes with more durable polymer banknotes.

Four banks; the Bank of England, Clydesdale Bank (CB), Royal Bank of Scotland (RBS) and Bank of Scotland (BoS); began releasing the new £5 and £10 banknotes in 2016 and 2017, respectively – the new £20 note is due to release in 2020.

Since each of the four Banks issue their own polymer banknotes, this resulted in up to 4 banknote releases per denomination. The wider financial institutions therefore faced the challenge to quickly adapt to the new banknotes.





# A TOP 5 UK BANK

The Bank has been a Glory customer for many years. They have an installed base of over 1300 Vertera™ teller cash recyclers.

The Bank was faced with the challenge of upgrading their systems to accept the new polymer banknotes. They required UBIQULAR Bridge to integrate with their internal banking network and update Teller Cash Recycler (TCR) firmware and banknote templates remotely.

The requirement to integrate with the banking network and remotely upgrade software and banknote templates led Glory to offer its UBIQULAR Bridge solution.

**A Managed Service agreement allowed Glory to control remote updates thus ensuring successful implementation and less recycler downtime.**

It was deployed as a Managed Service: the technical team in Glory UK deployed all updates for the TCRs as part of the Managed Service agreement thus allowing greater control of the processes required, such as remote firmware and banknote template updates; with less chance of these processes failing and incurring downtime for the recyclers. For the customer it meant no expensive visits from a technician to manually upgrade templates and less disruption of their business.

# TOP 5

## UK BANK [continued]

### Managed Services since the deployment of UBIQULAR Bridge:

Since the implementation of UBIQULAR Bridge at the Bank, Glory currently manage:

- The installation of firmware and banknote templates
- Remote configuration of the RSMs so the TCRs can process the new polymer notes.
- Remote configuration of the RSMs to reject cotton-made banknotes. This is generally a requirement after 6 months of the polymer notes being introduced.
- Remote upgrades of the Vertera Bridge Board firmware.

When the Bank purchased Vertera TCRs from Glory, they integrated the devices into their banking platform with a third party software solution. One of the limiting factors of this integration was that the end user didn't have a system status screen.

Using UBIQULAR Bridge allows the Bank and Glory support staff to better identify errors or even predict when errors might occur. UBIQULAR Bridge allows Glory to quickly locate suspected issues and report them to the branch staff.

### SO WHAT?

**Firstly, previous updates and upgrades that were performed manually are now easily handled with UBIQULAR Bridge, allowing a quicker change-over to the new banknotes.** A manual upgrade would normally be performed by a Field Service Engineer; a remote upgrade is more efficient both financially and with shorter timescales. **The Managed Service contract allows Glory to extend the services offered to also remotely configure RSMs.**

**It also allows quicker and easier detection of errors or even predicting errors before they occur.**





# A TIER 1 UK BANK

The Bank started to install pilot machines into branches in September 2013. Rollout commenced in 2014. They have an installed base of more than 850 Vertera 6G recyclers.

The Bank implemented the cloud-based, UBIQULAR Bridge solution.

Rollout of the solution took nearly 18 months initially; the Bank involved various departments across their organisation. Glory drew together a project team who set up a Q&A document to establish the framework for the collaboration. This document was constantly updated to reduce the communications from the technical team in Glory UK.

The existing framework is now being used for future customers and implementations to save time and speed up the process.

**Managed Services since the deployment of UBIQULAR Bridge:**

- Installation of firmware and banknote templates.
- Remote configuration of the RSMs thus allowing the TCRs to process new polymer notes.
- Remote configuration of the RSMs to reject cotton-made banknotes after the circulation of polymer banknotes for 6 months.

## **SO WHAT?**

**With UBIQULAR Bridge implementation is seamless. Customers spend less time and resources on upgrades, template rollouts or training. Which means more time for customers and added value services.**



# MAJOR UK CHALLENGER BANK

The Bank installed pilot machines into branches in December 2015. Rollout commenced in 2016. They now have an installed base of more than 225 Vertera 6G recyclers.

The Bank is benefiting from the same solution as other major UK banks using the same services to upgrade and update firmware and pattern sets. However, they have also realised extra benefits from the solution.

Since installing the Vertera 6G into their branches, the Bank has noticed improvements in their cash-flow because they are now optimising the use of RSM capacity. With UBIQULAR Bridge, the Bank was able to reconfigure the RSMs remotely to reduce the RSM capacity to 450 notes per RSM. The Bank was therefore able to reduce the excess cash across all their Vertera 6G devices and therefore reduce the cost of cash handling dramatically.

The Bank also has a Managed Service contract with Glory.

## SO WHAT?

UBIQULAR Bridge can help with the efficient control of cash-flow by managing the RSM capacity remotely.



# A LEADING FOREIGN EXCHANGE PROVIDER

The customer purchased 15 Vertera 6G TCRs in January 2017. They offer a foreign exchange service to several banks and retail outlets within the UK. They ship money orders (pre-packaged travel money) across the UK according to customer requirements.

They use their TCRs to create money orders for 16 different currencies. Hence they need banknote templates for all the different currencies they process.

Foreign exchange is also a seasonal business; when demand peaks for specific currencies, they need to immediately change their processing capability to match demand.

- A process has been agreed where the customer completes a request form, emails it to Glory and the technical team can remotely change the configuration of any of their TCRs to meet those demands.

## SO WHAT?

UBIQULAR Bridge allows the customer to optimise their recyclers for the high seasonal periods by changing and adapting their configurations, thus increasing the turnaround on foreign currencies orders.

A similar service using UBIQULAR Bridge is also used by a global Cash-in-Transit company in the UK.

# SUCCESSFUL COLLABORATION BETWEEN GLORY UK AND AUSTRALIA

## How other Glory teams can benefit from experience with the UBIQULAR Bridge solution

The Glory UK team is proud of the very successful collaboration with the Australia team in summer of 2018, as the UK team supported the request for ensuring the Vertera recyclers could handle the new AUD \$50 polymer note:

They remotely installed firmware and banknote templates for the Vertera and the Vertera 6G.

These updates were implemented as a Managed Service by the UK on behalf of Glory Australia. Additionally, there were progress reports delivered daily. The upgrades were completed during the night, without interfering with business hours, and within the required timeframes. As this process was seamlessly and successfully implemented, the customer has asked to continue to use the same process for the implementation of the new AUD \$20 polymer note.

## SO WHAT?

Glory is a global company and can leverage this to the benefit of all our customers – we utilise skills from across the globe for remote activities for the benefit of time and less interference during business hours.



# GLORY UK'S EXPERTISE IS NOW BENEFITING GLOBAL CUSTOMERS

**Glory's customers now benefit from the experience of implementing the solution with extended services.**

There are several smaller customers using UBIQULAR Bridge, but no matter the size of business, all customers using the UBIQULAR Bridge benefit from:

- **Improved up-time and increased availability of their TCRs**

Glory can lock a failed RSM remotely. This keeps the TCR in service and allows customers to carry on using the device to serve their customers.

- **Reduced technical service costs and improved First Time Fix rate**

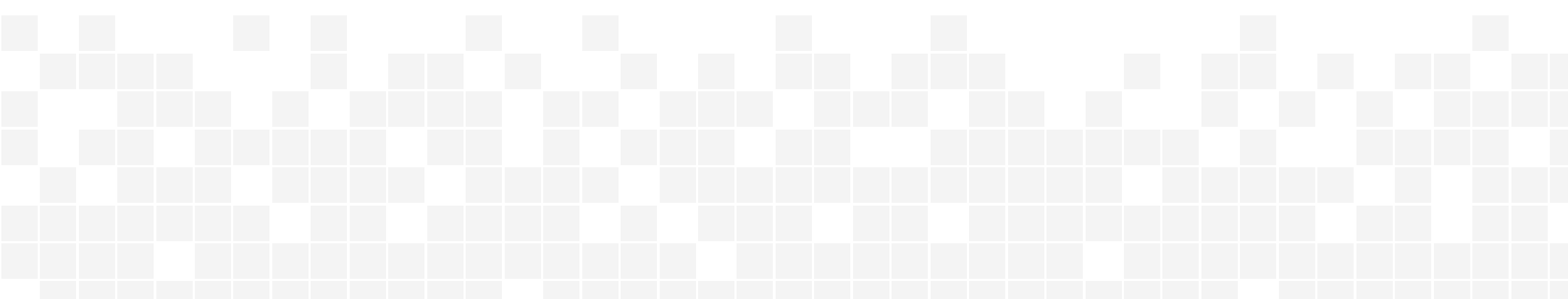
By locking the drum and reducing the urgency of the call, we can ensure that we send an engineer with stock of the required RSM as opposed to reacting to the customer Service Level Agreement (SLA). This has resulted in an improved First Time Fix rate, as we are able to fix the machine on the first visit.

The targeted analysis of specific recyclers allows better resource and cash management as well as increased recycler performance

- **All customers benefit from targeted analysis of their recyclers within their estate. This is used to identify:**

- Branch practices and staff behaviours
- Cash management
- Individual TCR performance or multiple TCR performance within the same branch

**Glory UK has over 3000 machines using one of our Remote Device Management solutions. All customers that use one of these solutions have also purchased the Managed Services element.**



## Related solutions...

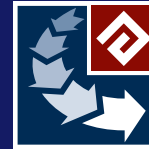
### UBIQULAR™ Inform

An automated business information gathering and reporting solution for cash handling devices.



### CashInsight™ Assure

CashInsight Assure facilitates the operation of cash handling devices, providing immediate teller productivity.



### UBIQULAR™ Manage

Allows retailers to focus on their core business activities and relieves them of nearly all cash related labour.



Scan or click to get in touch

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