GLORY

Enterprise managed services reduce branch interruptions and improve efficiency

NatWest

THE CUSTOMER

Formed in 1968, NatWest is a retail, private, and commercial bank, and part of the NatWest Group.

As one of the four largest banking groups in the UK, NatWest has 51,000 employees, more than 500 branches, and serves over 19 million customers across its three customer businesses.

THE CHALLENGE

GLORY's teller cash recycler (TCR) solution has been deployed across NatWest's branch network for many years, with over 600 devices installed to date.

Installing new banknote updates to the TCR estate was a manual in-branch process carried out by visiting Glory technicians. The physical updates were inefficient and resulted in significant branch interruptions for both customers and staff. As such, NatWest was seeking an agile solution to remotely download updates to the devices.

THE SOLUTION

Working with Glory, NatWest deployed CashInsight™ Bridge which has since been superseded by UBIQULAR™ Bridge, an enterprise managed solution.

UBIQULAR Bridge has facilitated remote TCR performance monitoring, device management, and updates, thus increasing operational availability and delivery of real-time performance data.

Rebecca Curzon, UK FI Account Director at Glory, explains:

"Having the ability to remotely update TCR banknote templates, firmware, and drum configurations, removed the disruption and reduced the cost of installing updates to the TCR estate."

THE BENEFITS

The deployment of TCRs across the branch network has increased teller efficiency, provided secure automatic authentication and acceptance of banknotes, improved cash management, and enhanced the customer banking experience.

UBIQULAR Bridge has enabled NatWest's frontline staff to deliver a continuous service to customers by deploying updates overnight instead of during business hours, resulting in:

- **Improved customer experience through reduced device downtime**
- **Minimised employee disruptions through remote resolve**
- **Timely deployment of firmware and currency templates**
- **Enhanced service management with device logs.**

"From my point of view, deploying Glory's cloud-based software, UBIQULAR Bridge was a 'no brainer', as it provides the flexibility to manage the TCR estate far more effectively. The remote update capability is by far the best feature for our devices and branches. Going forward, UBIQULAR Bridge will continue to be an integral part of any future upgrades we make to the TCR estate.

"Our partnership with Glory continues to grow stronger, year-on-year."

Finlay Graham,
Operations Manager, **NatWest Group**

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