

GLORY



Alpine Bank Strengthens Relationship Banking Through Cash Automation and a Trusted Service Partnership

A trusted partnership with Glory helps Alpine Bank improve efficiency while staying focused on customer relationships.





CUSTOMER OVERVIEW

“We really pride ourselves on customer relationships and the way our employees can serve communities.”

Laura Shelton, SVP Retail Deposit Product Manager, **Alpine Bank**

For more than 50 years, **Alpine Bank** has built its reputation on delivering personalized banking experiences rooted in trust, community involvement, and local decision-making. Founded in Carbondale, Colorado, the employee-owned and locally operated financial institution has grown steadily while remaining committed to the values that have defined the organization since 1973.

As **Alpine Bank** expanded its branch network and customer base across Colorado, maintaining a relationship-focused approach remained a top priority. The bank sought solutions that would improve operational efficiency while allowing employees to dedicate more time to meaningful customer interactions.

THE CHALLENGE

As customer volumes increased and branch operations evolved, Alpine Bank faced growing demands around cash management. Like many financial institutions, the bank was looking for ways to enhance cash security, improve operational efficiency, streamline reconciliation, and support growing transaction volumes across the branch network.

At the same time, Alpine Bank wanted to preserve the personalized service experience that differentiates its brand. Employees were spending valuable time processing and reconciling cash, reducing the time available for customer conversations and relationship building. The bank needed a solution that would improve efficiency without compromising customer service.



THE SOLUTION

Having partnered with Glory for more than a decade, Alpine Bank selected the GLR-100 Teller Cash Recycler (TCR) to modernize cash handling across its branch network. The multi-year deployment included GLR-100 installations across the bank's entire branch network and three training centers, integrated with Jack Henry. Alpine Bank was the first financial institution to integrate the GLR-100 with Jack Henry as their core platform, working closely with both organizations throughout the implementation process.

The GLR-100 provided a secure, efficient, and streamlined approach to cash management, helping automate routine cash handling while improving branch workflows. Key benefits included:

- Enhanced cash visibility
- Secure cassette-based cash management
- Faster transaction processing
- Reduced branch footprint requirements
- The ability to support multiple banker positions from a single device



**“Rollout with Glory
made it really easy.”**

**Laura Shelton, SVP Retail Deposit
Product Manager, Alpine Bank**

WHY THE GLR-100

To support its commitment to relationship-based banking, Alpine Bank needed a solution that would improve operational efficiency while creating a better experience for both employees and customers.

The GLR-100 Teller Cash Recycler helps automate routine cash handling tasks, enabling employees to process transactions more efficiently, improve cash visibility, and reduce time spent on balancing and reconciliation. At Alpine Bank, the solution has become an integral part of daily branch operations, helping employees focus less on managing cash and more on serving customers.

Several capabilities made the GLR-100 a strong fit for Alpine Bank's branch environment:

Enhanced Cash Visibility

Greater insight into branch cash positions with less time spent balancing and reconciling.

Faster Transactions

Automates routine cash handling to improve speed and efficiency at the teller line.

Stronger Security

Reduces manual cash handling while improving cash control and accountability.

Flexible Configuration

Compact design supports multiple teller positions while optimizing branch space.

Core Integration

Integrates directly with their existing banking core, Jack Henry, to support efficient transaction processing.





A PARTNERSHIP BUILT ON SERVICE

“We’re dealing with people’s money here. It’s a pretty high-stakes environment, so we like to make sure that we provide the best and fastest service that we can.”

Todd Foisy, Master Service Technician, **Glory**

“Our service mantra is to fix the machine right the first time.”

Justin Paumen, VP of Customer Support, **Glory**

For Alpine Bank, implementing new technology was only part of the equation. Choosing the right partner was equally important.

From project planning through installation and ongoing support, Glory worked closely with Alpine Bank to ensure a smooth rollout. The implementation involved collaboration between Glory technicians, Alpine Bank’s IT team, internal trainers, and branch personnel, minimizing disruption while helping employees quickly adopt the new solution.

The partnership continues today through ongoing service, support, and collaboration. Glory’s service organization works closely with Alpine Bank to maintain system reliability and ensure branch teams can remain focused on serving customers.

THE RESULTS

Enhanced Cash Visibility

Since upgrading to the GLR-100, Alpine Bank has improved cash visibility and operational efficiency across its branch network. Employees spend less time balancing cash, researching discrepancies, and managing manual cash processes, creating a more streamlined and consistent workflow.

“Since we’ve upgraded to the GLR, we’ve had better efficiency with the visibility of cash. Tellers spend less time trying to find balancing errors.”

Laura Shelton, SVP Retail Deposit Product Manager, **Alpine Bank**

Improved Traffic Management

Alpine Bank has several very busy banks with high transaction counts. For these branches processing high transaction volumes, the GLR-100 has helped improve transaction flow while supporting a positive customer experience. Employees can complete routine cash transactions more efficiently, reducing wait times and helping manage busy branch environments.

Stronger Reliability and Uptime

The GLR-100 has also delivered operational benefits through improved reliability and reduced service requirements. Fewer service visits and increased uptime have helped ensure branch employees can confidently rely on the technology day after day.

“Since we’ve implemented the GLR-100s, we definitely have less service visits. They seem to have better uptime.”

Todd Foisy, Master Service Technician, **Glory**

More Time for Customers

Perhaps the most important result has been the impact on customer relationships. By automating routine cash processes, Alpine Bank employees can focus less on counting cash and more on engaging with customers, strengthening relationships, and delivering the personalized service the bank is known for.

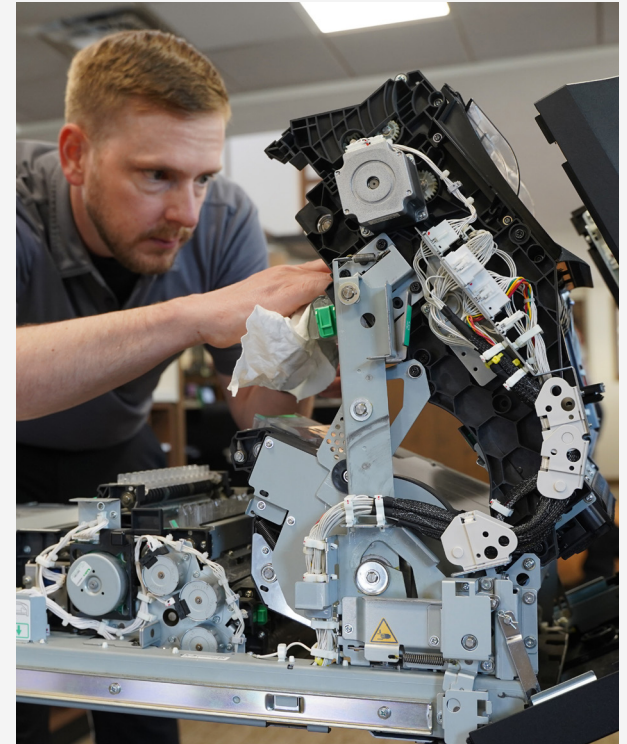
WHY GLORY

For Alpine Bank, the decision came down to more than selecting a teller cash recycler. The bank needed a partner with proven technology, dependable service, and the implementation experience to support cash automation across a growing branch network. Glory offered a solution that could perform in high-volume branch environments while supporting the bank's focus on efficient, relationship-driven service.

With the GLR-100, Alpine Bank gained more than device quality and TCR performance. The bank gained a long-term service partner aligned with its operational goals and customer promise. Together, Glory's technology, support model, and collaborative approach helped Alpine Bank scale cash automation with confidence while keeping branch teams focused on the customer experience.

Results at a Glance

- Improved efficiency and transaction processing speed
- Greater visibility into branch cash operations
- Reduced balancing and reconciliation effort
- Better management of high-volume branch traffic
- Improved uptime and fewer service visits
- Enhanced cash security and controls
- More time for customer engagement and relationship building
- Service partnership aligned with Alpine Bank's long-term growth strategy



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