



*It's*  
**Time**

**GLORY TCRs at work**





## GLORY TCRs IMPROVE QUEUE TIMES BY 30%

Some [of the most] important features of the Glory TCR for Banco Sabadell were its high capacity, compact design, reliable availability and level of performance.

**Alfred Gómez**

Director of Technical Services

# B Sabadell

**REGION:** EMEA / Sabadell, Barcelona.

**ORGANIZATION SIZE:** 2,400+ branches; 26,000+ employees.

Banco Sabadell required an efficient, compact set of solutions to automate their cash handling processes and improve teller availability and productivity in their branches.

## THE CHALLENGE

**By deploying Glory TCRs, Banco Sabadell achieved:**

- Improvements in queue times and teller productivity up by 30%.
- Reduction in costs associated with CIT companies.
- Increased security in branches.

## THE SOLUTION



# GLORY TCRs HELP BANKIA TELLERS SAVE 50 MINUTES

Combining start-of-day processes, daily cash transactions and end-of-day balancing Bankia has achieved a saving of 50 minutes per teller...

# Bankia

**REGION:** EMEA / Madrid, Spain.

**ORGANIZATION SIZE:** 1,600+ branches; 16,000+ employees.

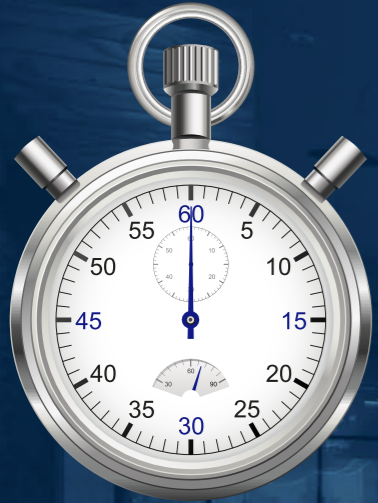
Bankia required an efficient base of TCRs to reduce costly, time-consuming cash handling processes, and reduce operational costs.

## THE CHALLENGE

**By deploying Glory TCRs, Bankia has:**

- Saved 50 minutes per teller.
- Increased staff productivity by 10.4%.
- Reduced customer time waiting in line.

## THE SOLUTION



# GLORY TCRs REDUCE STANDARD WITHDRAWAL TIME BY 50%

The [Glory TCR] was central  
to our branch redesign.

**Robbie Morris**

Senior Manager of Corporate Transformation



**REGION:** Oceania / Newstead, Queensland.

**ORGANIZATION SIZE:** 160 branches; 1,900+ employees.

Bank Of Queensland required a new and innovative solutions that would provide staff with more time to assist customers and optimise branch processes.

## THE CHALLENGE

**By deploying Glory TCRs, Bank of Queensland:**

- Reduced standard withdrawal time by 50%.
- Enabled staff to increase time building customer relationships.
- Start / end of day procedures have been reduced to 19 minutes.

## THE SOLUTION



# GLORY TCRs SUPPORT CASH NEEDS AT THE DRIVE THRU

The date they were installed, we had one person standing behind them and within two to three hours they were using them fluently.

**Tammy Goertz**  
SVP of Branch Operations

# FIRST NATIONAL BANK

*Bastrop County's Bank...Since 1889*

Member FDIC

**REGION:** Bastrop, Texas.

**ORGANIZATION SIZE:** 6 branches; 130+ employees.

First National Bank of Bastrop required a solution that would enable staff to deliver high levels of customer service and optimize cash handling processes.

## THE CHALLENGE

**Since deploying Glory TCRs, First National Bank has:**

- Reduced balancing times and simplifies cash management.
- Provided more time for staff to focus on customer engagement.
- Contributed to quick, efficient line management at the drive-thru.

## THE SOLUTION



# GLORY TCRs INCREASE BRANCH SALES

With the [Glory TCRs] we have seen a sales increase of 8.7% (YoY), and are able to sell on average 15 more products a month.

**Ben Hopper** SVP, Head of Regional Bank Strategy, ATM and CRM Delivery at First Horizon Bank



**REGION:** Memphis, Tennessee.

**ORGANIZATION SIZE:** 180 locations; 5,500+ employees.

First Horizon Bank needed a solution that would help staff to assist customers quickly while focusing on providing high levels of customer service.

## THE CHALLENGE

**Since deploying Glory TCRs, First Horizon has:**

- Enabled tellers to assist customers quickly, providing more time for customer engagement.
- Freed staff from traditional cash handling activities, helping increase sales opportunities.
- Contributed to annual growth of new customer opportunities.

## THE SOLUTION



# GLORY TCRs IMPROVE TELLER PRODUCTIVITY

Our branches have seen immediate results since implementing Glory's cash recyclers. Working with Glory has been a game changer for us and improved our member experience.

**Heather Nally**  
VP Of Sales and Services



**PURDUE FEDERAL**  
CREDIT UNION

**REGION:** North America / West Lafayette, Indiana.  
**ORGANIZATION SIZE:** 13 branches; 200+ employees.

Purdue Federal Credit Union needed a solution that reduced cash handling costs and improved staff productivity.

## THE CHALLENGE

**By deploying the Glory TCRs, Purdue FCU:**

- Reduced balancing time by 66%.
- Decreased time spent on vault audit and balancing by 80%.
- Improved productivity and reduced waiting times for members.
- Significantly reduced idle cash by allowing cash reserves to earn profit.

## THE SOLUTION



## GLORY TCRs SHORTEN TIME SPENT ON END OF DAY PROCESSES BY 50%

By utilizing the cash automation tools provided by Glory we have the 'power tools' within dialogue banking to allow the change in the branch environment, with our staff, and the focus is on our members.

**Karen Daniels**

SVP Of Member Services at Telhio Credit Union



**telhio**  
Credit Union

**REGION:** North America / Columbus, Ohio.

**ORGANIZATION SIZE:** 9 branches; 200+ employees.

Telhio Credit Union needed a solution to improve their teller productivity and optimize their cash handling processes.

### THE CHALLENGE

**By deploying the Glory TCRs, Telhio Credit Union:**

- Decreased handling time by 3.5 hours per day.
- Increased the speed of balancing and shortened end of day process by 50%.
- Reduced customer waiting time in teller line by 40%.

### THE SOLUTION



# GLORY TCRs CONTRIBUTE TO SHORTER WAIT TIMES FOR CUSTOMERS

The service and relationship we've built with Glory really fits our philosophy in UWCU that everyone within the organization plays a role in our member's experience.

**Patrick Butler**, Retail Operations Manager



**REGION:** North America / Wisconsin.

**ORGANISATION SIZE:** 28 branches; 700+ employees.

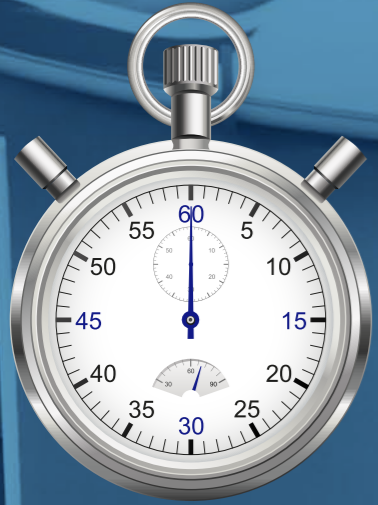
University of Wisconsin Credit Union needed a secure solution that would automate cash dispensing and reduce cash variations from counts and recounts.

## THE CHALLENGE

**By deploying Glory TCRs, UW Credit Union:**

- Improved member services with shorter wait times.
- Reduced average amount of cash in each branch by 23%.
- Decreased number of unresolved cash variations by 50%.

## THE SOLUTION



# GLORY TCRs IMPROVE CUSTOMER RETENTION

Swift installation and training of staff, without previous cash handling experience, the whole project was delivered on budget, within several weeks.

**Kay Warland**

Branch Manager, The Shire Local Banking  
(Sutherland Credit Union)



The  
**Shire**  
...LOCAL BANKING

**REGION:** Oceania / Sutherland, New South Wales.  
**ORGANIZATION SIZE:** 48 branches; 500+ employees.

Sutherland Credit Union, whose branches have been acquired by IMB bank, required a solution to service its members' cash needs despite the limited cash infrastructure and small branch footprint.

## THE CHALLENGE

**By deploying Glory TCRs, Sutherland Credit Union:**

- Reduced end of day balancing times, which contributed to an increase in staff satisfaction.
- Improved customer retention.
- Increase in counter transactions by 28% within 1st month of deployment.

## THE SOLUTION



## GLORY TCRs HELP REDUCE VISITS TO VAULT

[The Glory TCRs have] more than met our expectations and has genuinely improved our customer and staff experience.

**Raichelle L. Kallery**  
Senior Retail Banking Officer  
& SVP at The Savings Bank



Since 1869

# The Savings Bank

**REGION:** North America / Massachusetts.

**ORGANIZATION SIZE:** 9 branches; 130+ employees.

The Savings Bank required a solution that would improve teller efficiency, reduce monotonous task such as counting cash and maximize floor space to create free-flowing branch design.

## THE CHALLENGE

**By deploying Glory TCRs, The Savings Bank have:**

- Reduced time spent on intra-day vault buys and sells.
- Improved customer and staff experience.
- Contributed to the increase in sales.

## THE SOLUTION



## GLORY TCRs INCREASE UP-SELLING OPPORTUNITIES

The implementation of the Glory recyclers delivered an 80% reduction of cash transfer operations between the teller position and the main vault.

**Flavia Santos**

Treasury Manager at SICOOB UniMais



**SICOOB**  
UniMais

**REGION:** LATAM / São Paulo, Brazil *(Largest Credit Union in Brazil)*

SICOOB UniMais required a solution that would optimise cash management processes, eliminate errors, and allow staff to dedicate more time to customers and other high-value tasks.

### THE CHALLENGE

**After deploying Glory TCRs, SICOOB UniMais:**

- Reduced the need for overtime by 40%.
- Reduced customer waiting times.
- Improved teller efficiency with reduced vault buy/sell transactions.
- SICOOB doubled the number of people served in their branches, with Glory

### THE SOLUTION



Wherever you are on your cash automation journey – just starting out, working with outdated cash deposit terminals or last generation recyclers – now is the time to move forward to the latest technology.

Give time back to your staff and to your customers. Deliver a better in-branch experience and enhance the profitability of your branch network.

**It's time to talk to Glory.**



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Toll free: 1.800.527.2638

**GLORY**

**Every minute matters** for your staff and your customers.

**Make them count.**

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