

A vibrant casino floor with a slot machine in the foreground and blurred lights in the background. The slot machine displays three red '7's and 'BAR' symbols. The background is filled with warm, golden bokeh lights from other games and the casino's interior.

GLORY

**KEEPING PLAYERS HAPPY
AND STAFF FOCUSED**
on delivering great customer service



Transform the customer experience throughout your property

THE GAMING BUSINESS IS COMPLEX, OFTEN ENCOMPASSING HOSPITALITY, RETAIL, ENTERTAINMENT AND LEISURE INDUSTRIES.

Nowadays gaming is better understood for what it is – a form of entertainment, a pastime that generations of people have enjoyed and continue to, across small betting outlets to large casino chains.

The rise of online gambling has done little to slow the growth of gaming and casino establishments worldwide, where cash is still very much in demand. Millions of machines are played every day and as a result casino and gaming operators face the challenges of handling, counting, authenticating and moving vast volumes of banknotes and coins.

Compliance with regulation is becoming increasingly difficult, but it also offers an opportunity to operators to embrace the challenge. The additional levels of checks needed to comply with regulations allow you

to gain a significant amount of insight into your operation and to make process and procedure efficiencies that will benefit the bottom line.

As the gaming market becomes more saturated, the key to standing out isn't just about a distinct brand identity, but more about providing an exceptional customer experience. With cash being the lifeblood of the gaming industry, streamlining the process of handling and reconciling cash is a top priority.

By leveraging smart automation technology, you can give your full attention to customers, focus on customer service, and transform your gaming operation to match ever-changing customer behaviour and expectations.

From flexible point-of-sale cash handling solutions, kiosks, to back-office automation, combined with our fully managed cloud applications and support services – Glory has a solution for every gaming operator, no matter how big or small.

A seamless and service-driven customer experience

Making sure cash is secured from the cashier in the cage and through the audit process into the back-office is vital to your profitability.

Managing cash in your property can become a burden on staff and your bottom line. Reconciling manual counting errors is a strain on staff mentally and hinders them from focusing on the customer experience and higher value activities.

The issues that face gaming organisations are evidenced by their need to manage relatively high volumes of cash in quite confined areas. In real time, security, accuracy and the physical issues associated with getting cash to and from the right location, are all areas that need to be addressed. Without the appropriate smart automation technology, this brings a unique set of challenges to your property.



Labour shortages leading to depleted work force and staff that are stretched thin.



Large volumes of cash held on site pose a security risk.



Lack of automated and transparent reporting of cash movement with lengthy investigation of discrepancies.



Cash handling losses due to discrepancies can severely impact your establishment's profitability.



Less focus on customers as employees spend a disproportionate amount of time handling cash.



Poor payment experience for consumers can lead to consumer dissatisfaction.



Lack of systems in place to detect fraud and counterfeits.



Optimise cash handling across your entire property

Whatever the volume of cash flowing through your betting operation or casino, Glory has a smart automation solution to accelerate transactions and enhance customer service.

Making sure cash is secured from the cashier to the cage and through the audit process is vital to your profitability. Glory's innovative technology for the cash office and cage operations improve performance by reducing manual handling processes, idle cash, and shrinkage, while enhancing employee productivity.



Enhance customer experience

- Provide faster and accurate cash betting and payouts.
- Improve customer service while enhancing efficiency.
- Increases brand loyalty through positive and reliable gaming experiences.
- Improved employee satisfaction leading to better staff retention.



Improve operations and efficiency

- Remove time-consuming cash processes to save time and increase efficiency and profitability.
- Reduce reconciliation time and end-of-day reporting.
- Remote device management aids in monitoring equipment to reduce any downtime affecting customers.
- Relieve staff from unprofitable tasks, and free-up employees to perform value-add activities.



Improved security

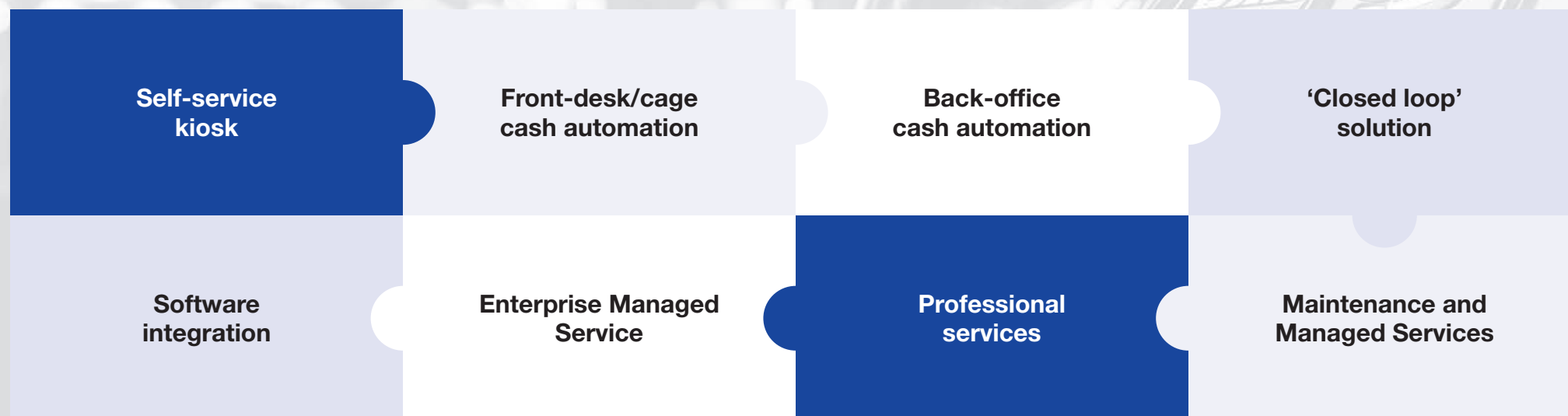
- Improve security and minimise the risk of shrinkage and robbery and accepting counterfeits.
- Create a better and safer work environment for employees.
- POS agnostic for quick integration.
- Quality products, designed to deliver for years to come.

Experiences that **match expectations**

Glory's portfolio encompasses a suite of hardware, software, and services to increase operational efficiency, enhance security and release staff to focus on the experience they deliver.

From betting operators to large casino chains, Glory's solutions deliver efficient management of the cash processes throughout your entire property; retail concessions, food-service locations, the casino floor, and in the cash room. After decades serving the gaming industry, we understand the complexities involved in your business.

Our solutions empower your staff to streamline cash processing and reconciliation, allowing better queue management and more time for serving customers.



Self-service Kiosk

Self-order and pay kiosk solutions are intuitive, quick and help reduce customer waiting times.

When your business is built on convenience, finding the right interactive kiosk is key to keeping your customers satisfied and maximising your profits. Managing high footfall areas such as your café, fast-food provisions or information points with self-order and pay kiosks will reduce pressure on your staff and let them focus on customer experience.



K22

If you're interested in increasing order size and improving customer experience the K22 Compact self-service kiosk will deliver. Available in wall mounted, free-standing or counter-top configurations the K22 is suitable for any gaming space design.



K27 Lite

Ultra-thin and ultra sleek, the K27 Lite self-service kiosk is about delivering maximum impact in compact gaming spaces. Increase your average check size, enhance staff productivity and improve customer service, all without sacrificing too much floor space.



C27

Providing a one-stop self-service journey for your customers, the C27 will deliver. Combining state-of-the-art kiosks and cash automation technology, this innovative and all-in-one solution enhances efficiency and convenience.

Front Desk and Cage **Cash Automation**



Automating front desk and cage transactions with cash recycling technology, dramatically accelerates all cash related tasks; from payments and change to end-of day reconciliation. Cash handling processes are fundamentally changed, the eradication of discrepancies and reduced time spent on end-of-day reconciliation can have significant results for productivity.



CI-5

A small, desktop cash recycling system, specifically designed for smaller retail environments, the CI-5 securely automates cash handling at payment positions.



CI-10X

The CI-10X compact cash recycling system is easily integrated into cash desks and self-checkouts, removing the need for staff to manage cash at the point-of-sale.



CI-50B/CI-10CX

This solution offers a higher banknote capacity for point-of-sale positions that handle larger volumes of notes, alongside coin handling with the CI-10CX.



GLR Series

The GLR series delivers smart, secure and versatile cash handling. By automation cash transactions in the cage, staff no longer need to be responsible for counting and authenticating cash payments and payouts.



InstaChange™

Dealing with coins is time consuming for your staff and prone to errors which impact end of day balancing. InstaChange provides intelligent, accurate and efficient loose coin dispensing allowing you staff to focus on your customers.



GFS-220

Glory's GFS-220 banknote counter improves operational efficiency with superior speed, fitness analysis, and authentication. Designed for gaming operators looking to deploy an affordable yet powerful banknote sorting solution, the GFS-220 can revolutionise desktop cash handling in the cage.

Back-office Cash Automation



Delivering increased productivity and security for your staff and reducing the risk of cash shrinkage, Glory's back-office cash automation solutions enable a multitude of flexible operational processes to be implemented, allowing staff to focus on other activities that improve customer experience and drive growth for your business.



CI-10X

The most compact back-office solution, ideal for stores with limited space, CI-10X offers the optimal balance between footprint and cash recycling capacity.



CI-50B/CI-10CX

For higher volume banknote handling needs, the CI-50B/CI-10CX also offers a compact back-office solution. Banknotes can be collected from the device with a variety of cassettes and safe bags.



CI-50B/CI-100CX

For higher volume of note and coin handling needs, CI-50B combined with CI-100CX offers a compact yet powerful solution to suit medium volume back-office operations.



CI-100X

The standard back-office solution, CI-100X offers high-speed and large volume banknote and coin recycling for larger retail environments. It can interface with note and coin collection cassettes from Glory's front-office solutions, to offer a 'closed loop' solution.



CI-300X

With a higher banknote capacity, CI-300X accelerates back-office processes in high-volume cash locations. CI-300X enables a multitude of flexible operational processes to be implemented.



Coin Extension Unit

Both CI-100X and CI-300X can be combined with the Coin Extension Unit, to further increase coin storage capacity for high-volume coin locations. The Coin Extension Unit doubles the coin storage capacity within a small footprint.

Back-office Cash Automation



Delivering increased productivity and security for your staff and reducing the risk of cash shrinkage, Glory's back-office cash automation solutions enable a multitude of flexible operational processes to be implemented, allowing staff to focus on other activities that improve customer experience and drive growth for your business.



WS-30

The WS-30 is a compact tabletop coin wrapper and counting machine that accelerates coin processing, increasing accuracy and efficiency. With advanced functionality and a consistent set of operations for all coin wrapping procedures, the WS-30 removes the cost of outsourced coin processing and wrapping.



Mach™ 9e

The Mach 9e is a high-speed, heavy-duty coin sorter, specifically designed for high volume processing centres where throughput and reliability is critical. Perfect for gaming operators where large volumes of coin need to be processed, the Mach 9e delivers unrivalled performance, accuracy and productivity.



USF-VT Series

A compact, efficient and accurate banknote sorter, the USF-VT series effortlessly handles large volumes of notes significantly improving your cash handling processes, performance and productivity of your staff. With its ergonomic layout and highly intuitive user interface, combined with features that ensure the operator's day-to-day task of processing banknotes is simple and comfortable.



UW-F

Providing exceptional levels of accuracy and security, the cost-effective UW-F Series delivers smoother, more efficient and continuous processing of large volumes of banknotes. UW-F ensures that correct and consistent levels of authentication and fitness sorting are achieved while keeping operational costs down in the back-office.

Closed-loop Solution



Glory can help you optimise cash management at both the front desk and cage to the back-office, securing the loop between the two.

Combined with Glory's CI-10X front office solution, gaming operators can create a completely closed and secure loop between front and back-office cash handling devices. Both notes and coins from the CI-10X can be moved from its recycling area to secure interface cassettes. When full, staff can simply remove the cassettes and take them to the back-office and load the cassettes directly into the CI-100X/CI-300X. The cash is then reconciled and stored to either be collected by the CIT for a bank deposit or used to refill CI-10X.



Software Integration



Comprehensive and quick integration of gaming cash management solutions is essential to realising their benefits.

Plug-and-play terminal applications for the point-of-sale, provide immediate control of CASHINFINITY™ devices, with minimal integration. In addition, centralised cash management software optimises cash handling activities throughout the property.



CI-Activate

CI-ACTIVATE from Glory, offers out-of-the-box POS connectivity, and is designed to simplify this integration task. Straightforward installation and configuration, enabling virtually instant access to secure cash transactions and comprehensive administrative functions; providing a seamless experience for both staff and customers.



CI-Regi

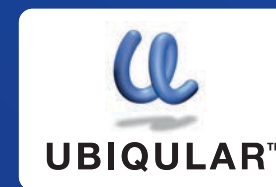
CI-Regi can fully control and support CASHINFINITY front office devices from an Android tablet. By using CI-Regi, further POS integration is no longer required. With a user-friendly screen design, full functionality support and security control, CI-Regi allows the benefits of CASHINFINITY devices to be instantly available.



CI-SERVERX

This web-based reporting tool provides customised dashboard layouts to show specific reports and data. Integrated with CASHINFINITY cash recyclers, CI-SERVERX supports a wide range of user operations that allow your store managers to receive real-time device updates, status information and manage devices remotely.

Enterprise Managed Services



Enable enhanced decision making based on data driven insights.

Glory's UBIQULAR Enterprise Managed Services provide insight into your cash operation in and beyond the property, and ultimately to the point of bank credit. Glory can help you focus on your core business activities and relieve cashiers of cash related tasks, leaving time to concentrate on their primary role of serving customers.



**UBIQULAR™
Bridge**

Remote monitoring and device management for asset optimisation

By continuously monitoring the performance of cash automation devices, Glory can manage your fleet proactively and efficiently; thereby increasing operational availability and providing real time performance data. UBIQULAR Bridge also provides supplementary data for proactive support, faster issue resolution to help users and critical product health checks, resulting in higher operational availability.

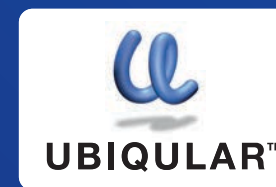


**UBIQULAR™
Manage**

Simplified cash management and treasury optimisation

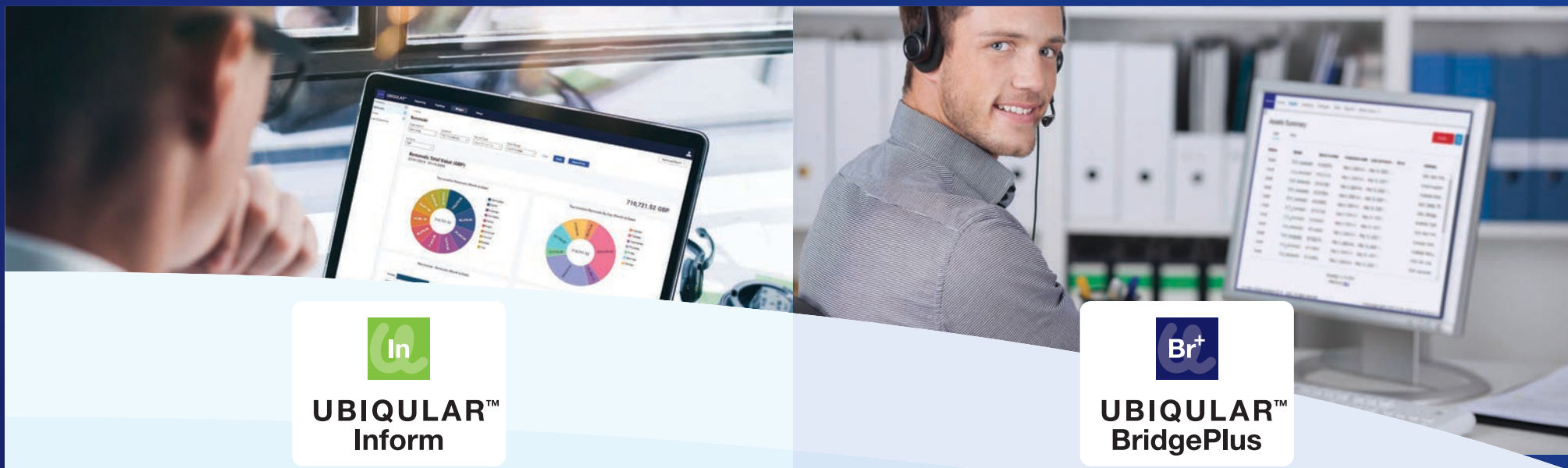
Glory's UBIQULAR Manage service takes in-store cash automation solutions to the next level and allows store cash technology to drive value across the extended Retail Cash Chain, from consumer to bank and back again, ultimately allowing Glory's Digital Services team to manage your cash deposits and transform Cash into an Electronic Payment.

Enterprise Managed Services



Enable enhanced decision making based on data driven insights.

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**UBIQULAR™
Inform**

Automated business intelligence and reporting for process optimisation

UBIQULAR Inform is a user-driven software solution which provides data regarding cash that is processed through cash handling devices. UBIQULAR Inform provides organisations the ability to view, compare and analyse cash processing data from different connected devices and locations within its infrastructure, thereby optimising resource utilisation and delivering higher performance.



**UBIQULAR™
BridgePlus**

Scheduled patch management and update service for retailers

UBIQULAR BridgePlus is a GLORY managed service providing patch management and updates to your GLORY devices. As a result of growing demand for IT security solutions and compliance, Glory can offer a centrally managed and deployed, subscription-based service to ensure your cash automation devices are always up-to-date.

Professional and Managed Services

Professional services and asset management for reliable business performance.

Professional services

Glory Professional Services provides industry leading expertise across a wide spectrum of offerings to drive customised technology deployments tailored to your business.

Glory puts its experienced Professional Services teams to work for you and leverages decades of combined experience in cash automation to ensure our clients optimise their cash automation technology deployments and maximise their ROI.

Maintenance and managed services

Glory's full suite of support services are with you every step of the way. We support a smooth on-boarding process and optimise the performance of devices in your estate, through to managing change as and when you need to adapt.

Through the supply of superior products, which allow you to focus on your customers, combined with quality services that optimise the performance of devices in your estate.

FROM INITIAL DELIVERY TO END-OF-LIFE

allow your investments to adapt as your requirements change

EARLY PLANNING SERVICES

to ensure seamless integration of your investments and a smooth deployment experience



KEEP YOUR SOLUTIONS OPTIMAL

through regular maintenance services to ensure they are fit for purpose in your environment

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