



GLORY



Delivering a
**DIFFERENTIATED AND
EXCELLENT EXPERIENCE**
in the branch

A man in a dark suit and white shirt is seated at a wooden desk, working on a computer. The desk is a thick, light-colored wooden slab. In the background, there is a large window with a view of a city at night. To the left of the man, there is a small round table with a green top and wooden legs, surrounded by wooden stools. The wall behind the man is made of brick and has some graffiti that says "IT'S POSSIBLE TO LOVE AN". There is also a bulletin board with various papers on it. The overall atmosphere is modern and professional.

Branch transformation for greater growth and profitability

MOST FINANCIAL INSTITUTIONS AGREE THAT BRANCH TRANSFORMATION IS ABOUT DELIVERING A DIFFERENTIATED AND EXCELLENT EXPERIENCE WHEN CUSTOMERS VISIT THEIR BRANCH.

It is widely accepted that this is a critical element in today's omnichannel delivery model. It's about attracting and building relationships with targeted customers and building a new, higher level of trust and engagement with them. To achieve this, you must work toward greater efficiency throughout the branch footprint. All this, of course, leads to greater growth and profitability for your organisation.

While more transactions are being completed digitally, your customers still demand access to physical branches for in-person service or more complex transactions; and those branches must be ready to serve all requirements. Automating cash processes across your branch will transform your profitability and optimise costs, while delivering a more personal service within flexible branch footprints and locations.

Prepare frontline branch staff to serve the diverse needs of your customers

With falling demand for teller services, now more than ever, tellers need to upskill and be able to perform a variety of roles in the branch; a traditional teller, advisor, greeting customers, selling. Operating in an open-plan format is conducive to this type of interaction, where a branch employee can build customer relationships.

Many Financial Institutions are struggling to achieve the best use of their branches. Although cash transactions are in decline in many branches for normal consumers, it is still a critical distribution channel for face-to-face consulting engagements that generate revenue.

Financial Institutions across the globe are increasingly converting their branch network, to cater for the needs of a diverse customer base, often needing to provide more specialised services to customers.



Reduced branch profitability leading to rationalisation in some countries.



Provide customer choice to use self-service or a more personalised service.



Financial inclusion goals require transformation of branch networks.



A need to provide convenience as traditional banking hours are shifting.



Fall in demand for teller services means tellers need to upskill.



A need to service merchant and business transactions that can drain branch resources.



Need to deploy staff resources effectively therefore eliminating low value tasks is key.

An advisory-focused branch presence

Glory can help financial institutions find the balance between the local service you want to provide and the cost of maintaining local, face-to-face banking.

We know the value of a cost-efficient, advisory-focused branch presence, but we also understand the challenges in maintaining branch profitability in today's market. And whatever your branch or banking space looks like in the coming years, our solutions can adapt to your needs and continue to provide value to both your customers and your business, protecting your technology investment.



Improved branch efficiency

Deploy the right branch model, in the right location

Cater for all customer types and requirements efficiently

Provide customer convenience and choice

Automate manual cash handling, including counting, fitness checks and authentication

More cash in productive circulation and not in the vault



Optimal staff resources

Combat staff attrition with automation technology

Maintain face-to-face contact with customers

Opportunity to have high revenue generating staff

Reduce operational costs

Balance customer footfall with service positions and staffing



Better customer experience

Develop and maintain customer relationships and loyalty

Serve a wide range of transaction types

Reduce queues and waiting times

Personal assistance is always on-hand if needed

Deliver a collaborative branch environment by removing barriers

The best of automation and personal service, together

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

Our innovative technologies, our experienced professionals, and our commitment to the success of our customers, allows us to design custom solutions that deliver real improvements in business performance.

As customer behaviour changes, the needs of individual branches will evolve - the key is having the flexibility to address those evolving needs in a cost-efficient manner, while enhancing the customer's experience.

Glory's solutions offer features that can adapt to virtually any branch layout; thereby protecting your investment in cash automation and allowing you to target your customer's individual needs, in a cost-effective manner.

Our range of modular solutions suit the requirements of any branch size or format; from traditional branches, to full self-service micro-branches in malls and airports – and everything in-between.

Teller Automation

Assisted Service

Software Integration

Professional Services

Enterprise Managed Service

Maintenance Services

Teller Automation

Teller cash automation creates the conditions for focusing attention on customers. Success requires a collaborative setting, frictionless interaction and unwavering attention to customers. Instead of handling and re-handling cash, behind security barriers, staff can spend their time getting to know their customers, face-to-face, giving financial advice side-by-side.



GLR-100

GLR-100 is a high-capacity banknote recycler that supports customer transactions as well as bulk merchant note deposits. High-speed loading with continuous banknote feeding, combined with authentication, sorting and storage of notes in high-capacity cassettes, enables rapid transfer to the back-office. CIT collections are streamlined, and pick-ups can be minimised, as in-branch note recycling reduces cash inventory and cuts CIT costs.

Enabling you to deliver a new branch experience to your customers by increasing cash processing efficiency, GLR-100 allows more time to be dedicated to customer interactions.



GLR-200

GLR-200 supports customer dispense and deposit transactions of any value or denomination, as well as foreign exchange. A choice of storage configurations and options means GLR-200 can meet any cash handling requirement, while complying with cash handling regulations for unfit and suspect notes.

By automating cash handling at the teller position, tellers can fully focus on customers and assist with self-operated cash transactions.

Assisted Service

Glory Assisted Service solutions are designed for easy integration into virtually any branch footprint, workflow and information ecosystem. New branch formats can cost-effectively bring banking services closer to people wherever they are. And systems can be configured to provide the customer services and integration capabilities that work best for each banking system and branch.

By automating almost any banking transaction, including the advanced requirements from the small to mid-sized business segment, Glory's Assisted Service solutions can address the challenges of managing a branch and cash with limited resources, and allows Financial Institutions to focus on their core revenue generating offers.



TellerConcierge™

TellerConcierge is a compelling solution for teller-line replacement, automating almost any banking transaction; including the advanced requirements from the small-to-medium business segment, which is not possible to serve on most ATM channels.

TellerConcierge supports a non-teller centred branch environment, addressing the challenges of managing a branch and cash with limited resources and allows Financial Institutions to progress with cost-effective branch expansion strategies.

*This solution is only available in the UK, Australia and U.S.A.



GTR-100

The GTR-100 series is a modular, high-speed and large capacity banknote recycler with an optional coin recycler, that enables financial institutions to automate a wide range of cash handling needs.

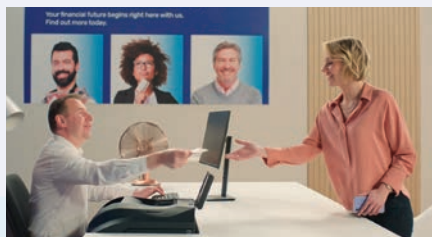
From high volume deposits to cash dispense, the GTR-100 offers a unique deployment approach that can be implemented in any branch format, providing the right level of service and efficiency to meet branch goals.

Software Integration

Comprehensive and quick integration of branch automation solutions is essential to realising their benefits.

Whether for teller cash recyclers or assisted-service solutions, Glory's cash management applications ensure your branch staff and customers can conduct almost any traditional teller transaction, by accessing the necessary banking systems, managing the associated workflows, while maintaining and managing all defined business rules.

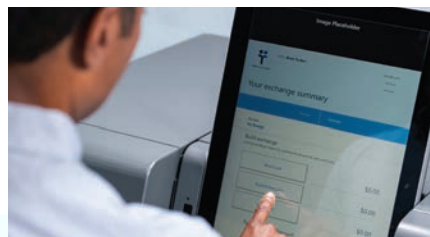
Glory's transaction management software was designed, from the start, to provide a wide range of transactions, regardless of the demands for connectivity to back-end systems.



CashInsight™ Assure

CashInsight Assure empowers your front-line branch staff to serve customers more efficiently.

Offering a simple, flexible and comprehensive multi-vendor software platform, CashInsight Assure immediately provides your branches with uniform functionality, common interfaces and the same 'look and feel' across all your teller automation devices.



Dynamix

DYNAMIX software gives Glory's assisted-service solutions the capability to conduct almost any transaction a financial institution can imagine, accessing the necessary banking systems, managing the associated workflows, while maintaining and managing all defined business rules.

It allows customers to identify themselves in a variety of ways, and to leverage all the systems that human staff members use in their daily activities in support of those customers.



DeviceController

DeviceController is a multi-vendor device management platform for banking applications. It brings with it multi-vendor and multi-device capabilities in a standardised but flexible form, while building on a proven, reliable middleware solution.

The DeviceController platform allows you to easily access and manage all types of peripheral financial devices.

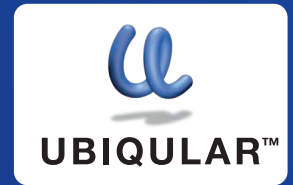


Queuing App

Glory's Queuing App increases device utilisation and improves staff performance while eliminating the need for temporary logins.

Multiple tellers can share one device, thus allowing an open-plan branch transformation. The Queuing App is complimentary for customers using the GLR Series and CashInsight Assure teller application.

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 branch. Glory can help you focus on your core business activities and relieve tellers from 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™
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.

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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