

GLORY



Financial centres combine efficient cash handling and personal customer service

Postbank, Goetheplatz, Frankfurt am Main





“Automated processes have led to improved efficiency and security in the branches. Cash transactions no longer need to be processed manually by our employees – this saves us time and enables us to focus more on service.”

Marc Hofmann, Head of Market Area,
Branch Area Frankfurt am Main,
Postbank Filialvertrieb AG

THE CHALLENGE

The financial services sector is undergoing significant changes, both for credit institutions and consumers alike. On the one hand, there is a call for digital alternatives – after all, customers want a bank that is state-of-the-art and innovative – yet they do not wish to completely do without traditional banking with personal service in the bank branch. Some years ago, Postbank had already begun to rethink its existing branch concept and adapt it to the new challenges.





The aim was not only to secure its presence and profitability in the city and in the country, but also to take into account changing customer behaviour. The result is modern branch formats that are individually adapted to the respective requirements of the branch location and are even safer for the employees on site. Postbank wants to offer its customers in highly frequented locations everything from a single source.

In this way, financial centres can handle all financial matters, such as investment discussions, construction financing or real estate transactions. Cash withdrawals and deposits are possible in person at the counter as well as in the spacious 24/7 self-service area.



“All incoming and outgoing payments are fully documented and immediately checked for authenticity. We employees no longer have access to the money, because everything is securely stored in the automatic cash register safe – this simplifies our work enormously. Customers appreciate that payments are immediately deposited into the customer account and that we are able to pay them more attention during the transaction.”

Dirk Rau, Service and Sales team member,
Postbank Filialvertrieb AG

THE SOLUTION

GLORY's state-of-the-art combined banknote and coin recycler provides the basis for all transactions in the Postbank branch. It forms the technical foundation for more efficient processes and increased security.

It eliminates the need for staff to manually process all cash transactions and payments, allowing them to focus more on direct contact and service for the customer. At the same time, automated systems handle counting and checking processes within seconds, making it easy for two employees to work in parallel with an automated checkout solution.

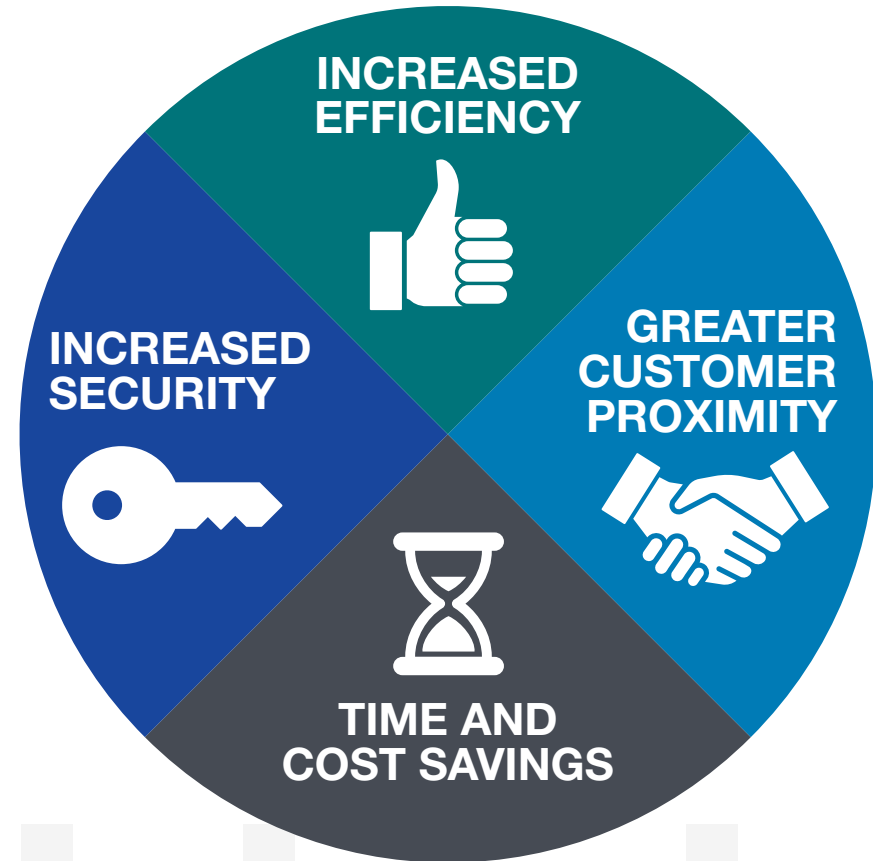


THE BENEFITS

Postbank offers its private, commercial and corporate customers a unique combination of simple, inexpensive everyday banking products and postal services.

Postbank's approximately 12.5 million customers have access to an extensive personal and digital service and advisory network.

This means that they can select from a nationwide network of around 800 of its own branches and around 3,000 partner branches of the German postal service with a range of financial services offered by Postbank.



DEVICE COMBINATION

GLORY RBG-200/CI-10C



The device combination RBG-200/CI-10C processes all transactions with the highest level of security and efficiency, whereby cash is not only quickly transported in specially secured transfer boxes, but suspected counterfeit banknotes are identified and stored separately.

Cash reserves are monitored by software that communicates with the CIT company as required, in order to automate the filling and emptying of the device. As the system cannot be opened even in the event of a robbery, it guarantees a higher level of risk protection for branch cash reserves.





Postbank

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