Professional Services

Industry experts ensuring successful deployment of smart automation technology and processes with a focus on your ROI.

MAXIMISE THE VALUE OF GLORY'S SOLUTIONS TO REACH YOUR BUSINESS GOALS

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 highly skilled teams to work for you. Leveraging decades of combined knowledge in customer experience automation, Glory can ensure our clients optimise their smart automation technology deployments and maximise their ROI.

Our Professional Services team, comprised of Project Managers, Business Consultants, Software and Solution Architects, as well Customer Trainers, will help your organisation improve performance through more effective use of people, process, procedures and technology.

PROFESSIONAL SERVICES

USER TRAINING

CLOUD MIGRATION

PROJECT MANAGEMENT

INTEGRATION SERVICES

ADVISORY SERVICES

A SUITE OF TAILORED SERVICES TO ENSURE GLORY'S SOLUTIONS DELIVER YOUR ROI

As a global industry leader in the automation of cash and other business-related processes, Glory has developed five pillars of value enhancing Professional Services with the needs of our customers in mind. With these Professional Services, Glory can help your business quickly and efficiently achieve the full value of your cash automation initiatives.

Advisory Services

Obtain the research analytics, best practices, technology strategies and more to ensure the best performance. Glory Advisory Services can deliver valuable peer benchmarking and gap analysis through our market leading customer experiences, perspectives and data driven customer engagements.

Project Management Services

Manage projects to achieve the desired goals of your organisation. Glory Project Management Services can help your business reduce your project timeline, save money from contracting costs and deploy automation solutions and processes more efficiently through a tailored strategy and the precise expertise of an industry leader.

Integration Services

Providing tools and processes that connect diverse systems for efficient data exchange and improved organisational operation. Glory's Integration Services ensure streamlined data exchange and automation, enhancing operational efficiency and decision-making while fostering innovation and ensuring regulatory compliance, ultimately maximising ROI and driving business agility.

Cloud Migration Services

Moving digital assets, data, applications and workflows, from on-premise or legacy infrastructure, to cloud-based environments. These services encompass planning, execution, and optimisation phases to ensure a seamless transition to the cloud.

User Training

Train your employees with professionals to make your equipment run smoothly and to maximise the benefit of all features. Glory Training Services can help your business get more out if its investment in Smart Automation technology by delivering best in class training for your staff.

ADVISORY SERVICES

STRATEGY, DEVELOPMENT, ACTIVATION AND SUPPORT

Gain the insight you need to understand your current business performance and chart a confident path forward to greater performance.

We deliver peer benchmarking and gap analysis to discover opportunities for improvement; process design expertise to align your business operations with your performance goals; end-to-end support you need to transform your capabilities with minimal disruption. Our services cover strategy, development, activation and support, with best-practice offerings tailored to your particular needs and goals.

Value capture

Glory will help you uncover where your organisation has been, your current business design and perhaps most importantly, your path for confidently moving forward.

Operational design

Design and integrate forward thinking policies and procedures to fully align your business operations.

Change management

With our change management engagements, we will provide support and expertise across our spectrum of Professional Services offerings. Know that we will stay with you throughout the entire process.

Benefits to you:

- Strategic guidance
- Tailored recommendations and solutions
- Mitigate risks
- Benchmarking and best-practice
- Optimise your technology investment

INTEGRATION SERVICES

REVIEWING CUSTOMER TECHNOLOGY ENVIRONMENTS

Our Solutions team reviews your technology environment and customises a solution that meets your commercial and technical goals.

We can work with you through discovery, design, first deployment and rollout to implement smart automation solutions and processes that will add value to your business for many years to come – always with an eye toward achieving your specific objectives quickly and cost-effectively.

Assessment and planning

Analysis of your technology environment to determine the optimal solution and architecture.

Development and configuration

Software configuration, network deployment and platform integration development.

Testing and validation

Glory will evaluate the functionality of your software application by testing it against the specified requirements.

Deployment and implementation

A seamless transition to your new software applications with fully documented settings, tasks, procedures and supporting information.

Benefits to you:

- Streamline data exchange
- Enhance operational efficiency
- Foster innovation
- Ensure regulatory compliance
- Maximise ROI
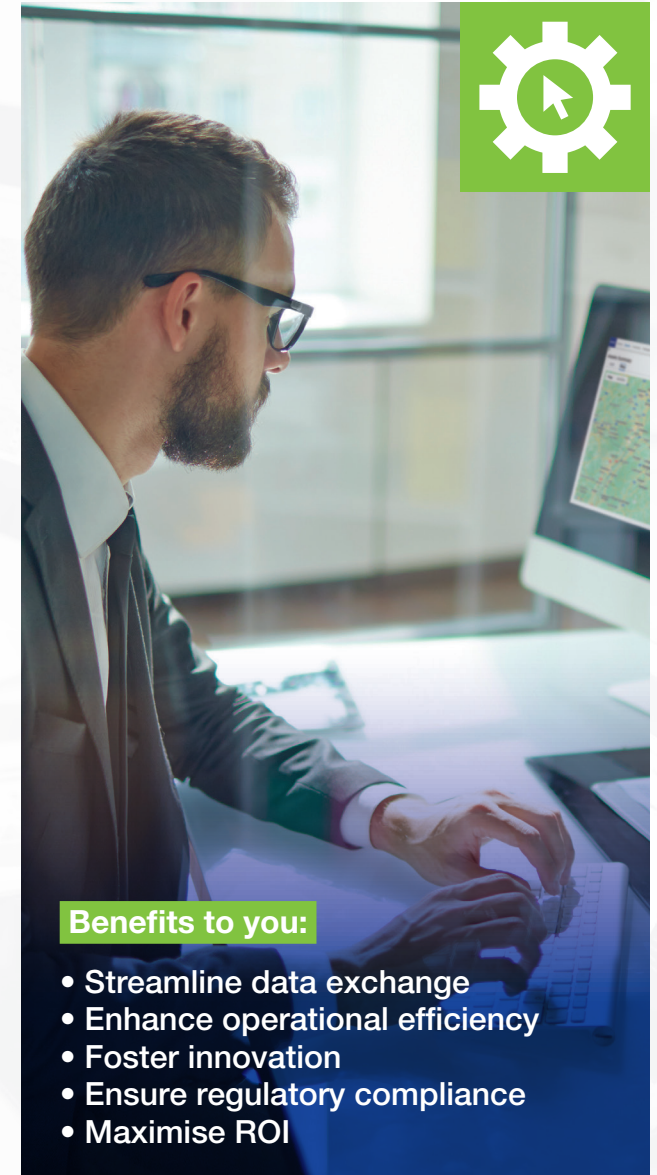
PROJECT MANAGEMENT

REDUCING YOUR PROJECT MANAGEMENT TIMELINE

We can manage your projects to lower contracting costs, accelerate implementation and apply your solution strategy to deliver optimum value in alignment with your business goals.

Glory offers the expertise and resources to manage integrations, relocations, removals and even construction work for a single project or multiple projects. Every engagement is unique and we'll work with you to create the right mix of services for your enterprise across the full project lifecycle.

Your Glory representative will work with your business to decide which offering would be appropriate for your specific needs. These offerings are à la carte and you can decide what we control.

Project management services

A dedicated Project Manager will manage every aspect of your technology investment and will provide regular status reviews, ensuring successful project outcomes.

Project management office

Glory can also manage projects that your business does not have the bandwidth for or even setup a PMO to manage several of your projects as needed.
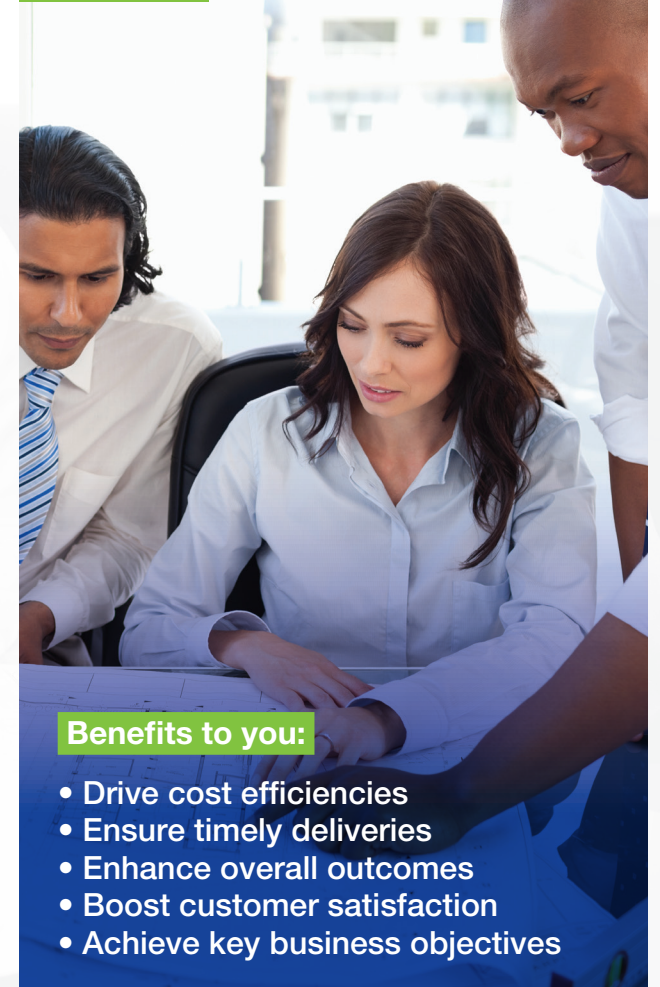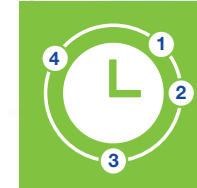
Benefits to you:

- Drive cost efficiencies
- Ensure timely deliveries
- Enhance overall outcomes
- Boost customer satisfaction
- Achieve key business objectives

CLOUD MIGRATION

A SEAMLESS TRANSITION TO THE CLOUD

Leverage the benefits of cloud computing; scalability, flexibility, cost-effectiveness, and enhanced security.

Glory's Professional Services teams will manage the process of moving digital assets, data, applications, and workloads from on-premise or legacy infrastructures, to cloud-based environments.

This service encompasses planning, execution, and optimisation phases to ensure a seamless transition to the cloud.

Glory can support you by assessing your current infrastructure and then planning a seamless migration. Through testing and validation, we can help optimise your cloud environment and ensure security and compliance.
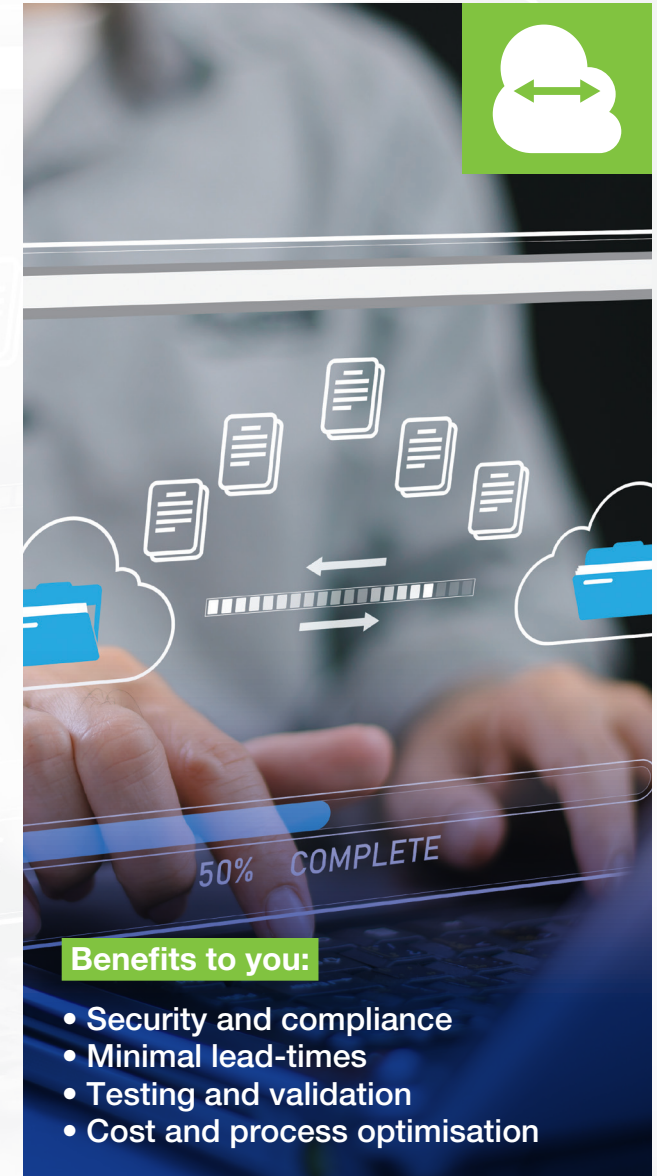
Scalability

Quickly and easily scale your operation as your business grows. Glory can help implement a cost-effective and scalable cloud-based environment with minimal lead-times.

Flexibility

When in the cloud, your operation can be more flexible and agile – access your business data wherever and whenever you need to.

Enhanced security

Outdated software and systems increase your security risk level. By deploying cloud-based systems and processes, your data is protected in addition to meeting legal and regulatory compliance requirements.

Benefits to you:

- Security and compliance
- Minimal lead-times
- Testing and validation
- Cost and process optimisation

USER TRAINING

MAXIMISE THE EFFICIENCY OF YOUR STAFF

Comprehensive user training helps maximise the availability and productivity of your cash management equipment.

Our extensive, flexible training programs include standard and customised courses, delivered on your premises or at a convenient local training centre. We even offer an online training program, accessible to your staff anytime at their convenience. We help establish and maintain high standards of user competence, tailored to your business requirements.

Comprehensive training program

Users will obtain total system proficiency without the need to develop an internal training program.

Train-the-trainer

Some courses are designed to cascade user expertise to new staff or additional departments.

Online help

Training resources can be accessed at any time with step-by-step instructions and demonstration videos.
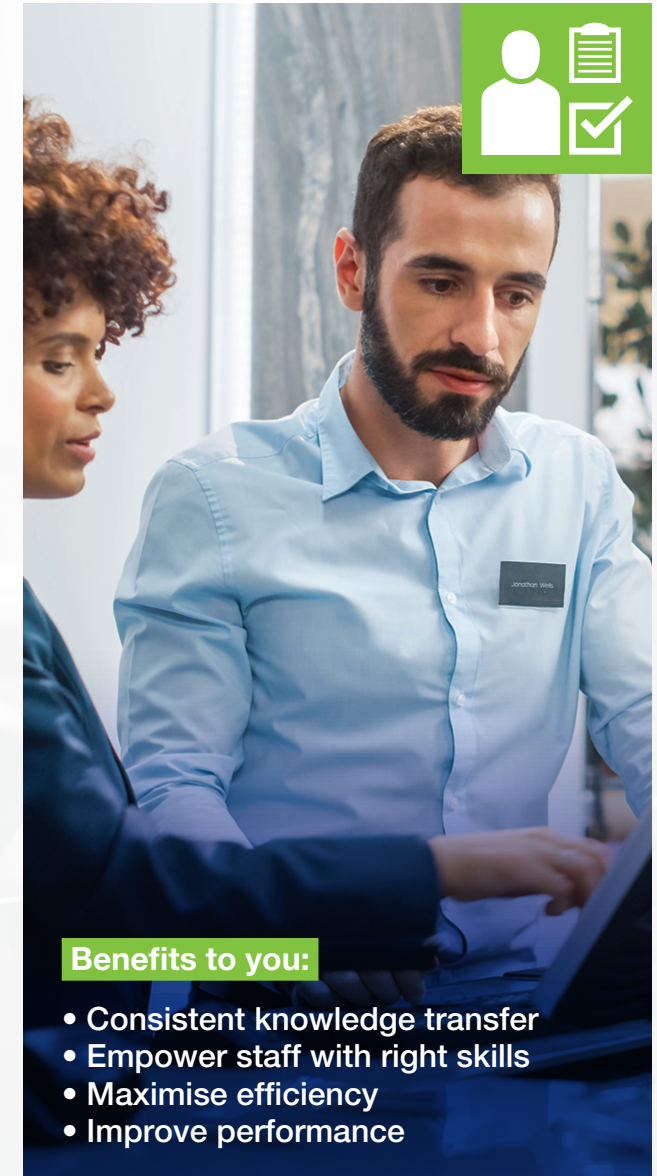
Benefits to you:

- Consistent knowledge transfer
- Empower staff with right skills
- Maximise efficiency
- Improve performance

GET MORE FROM YOUR SMART AUTOMATION INVESTMENTS

As a global leader in cash technology solutions, we provide the financial, retail, QSR, cash centre and gaming industries with confidence that their cash is protected and always working to help build a stronger business.

Our cash automation technologies and process engineering services help businesses in more than 100 countries optimise the handling, movement, and management of cash. While we span the globe, we personally engage with each customer to address their unique challenges and goals — enhancing staff efficiency, reducing operating costs and enabling a more rewarding customer experience.

Confidence Enabled

To learn more, visit www.glory-global.com.

Related solutions...

GLR-200

GLR-200 supports customer dispense and deposit transactions of any value or denomination, as well as foreign exchange.

CI-10X

Compact and high-capacity solutions enabling automated cash handling at point-of-sale positions.

C-27

A cash-enabled self-service kiosk that enables a one-stop journey for your customers.