

The logo consists of the word "GLORY" in a white, bold, sans-serif font, centered within a white square border. The background of the entire slide is a photograph of three customer service representatives in a call center, wearing blue polo shirts and headsets, smiling and working at their desks with computers. The left side of the slide features a solid blue vertical bar with a white square logo at the top and a blue and white checkered pattern at the bottom.

GLORY

## Every Cash Moment Matters

Service management and delivery for reliable business performance.

# SERVICE MANAGEMENT AND DELIVERY FOR RELIABLE BUSINESS PERFORMANCE

Many people around the world prefer cash as the most reliable payment method. But the trust that people place in cash depends on a sophisticated technology infrastructure that needs to be equally reliable.

One of the challenges you face is managing the efficient journey of cash throughout your business so that your customers can count on effective and accurate cash transactions every time they interact with you. Break that trust, and they may decide to take their business to another store, branch or gaming establishment.

That's why we offer the world's most widely deployed cash technology solutions. We also offer responsive maintenance, managed support and professional services. So you can meet the challenges of every cash moment, every day.





# CASH MOMENTS DRIVE VALUE IN BANKING, RETAIL AND GAMING

**Cash moments are the key points – throughout the day, throughout your enterprise's cash cycle – where you or your customers interact with banknotes and coins. These cash moments matter. They're the points at which the face value of cash becomes real value.**

When cash is sitting idle in a till or vault, when it's being counted and recounted, it's not doing any work. When cash transactions are slow, cumbersome and inaccurate, customers become frustrated. Glory's promise of protected performance helps you keep cash moving seamlessly and securely to the next moment when it can serve its true purpose. Keeping your staff productive and your customers fulfilled.

Our automated solutions accelerate the cash cycle while relieving your staff from the burden of manual cash processes – so they can fully focus on customer service and operational efficiency, further releasing the value of cash. And our service solutions maximise the value of Glory technology – accelerating installation, optimising performance, maximising service levels and responding to any issues that may arise.



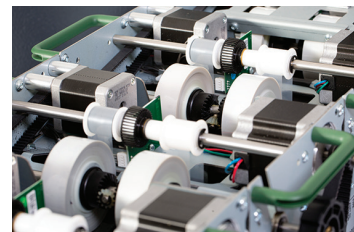
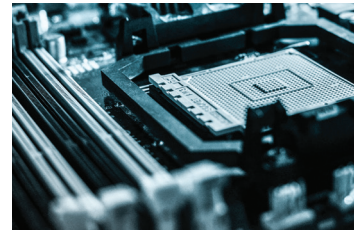
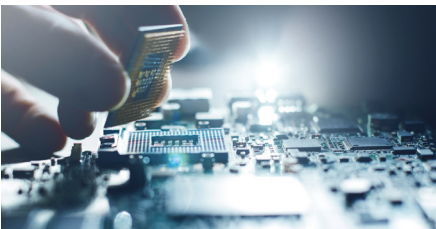
# OUR SERVICE PHILOSOPHY



## SUPPORT, MAINTENANCE AND REPAIR SERVICES

We provide fast, reliable on-site maintenance through a network of field-based experts, including our own direct service operations and our professional network of accredited service partners. With support from our customer service centres and call management systems, field service representatives perform both preventive and corrective maintenance on a wide range of third-party systems in addition to Glory's solutions.

By understanding your unique challenges to define solutions that support your business goals, Glory can help you drive efficiency and release resources and time to focus on your customers.



## MANAGED SERVICES

There should be minimal disruption to your business operations when cash technology solutions are being installed. It should be business as usual so you can focus on your customers and their requirements. Glory can manage the smooth rollout of your cash technology solutions, ensuring you start to experience maximum benefit from the system as soon as it starts to operate. Our highly trained experts manage all aspects of the project, whether it's a one-off or large installation.

In addition to regular maintenance services to ensure they are fit for purpose in your environment, Glory will support you through the lifetime of your devices, by offering functional upgrades and refurbishments, a spares and consumables supply and at the end-of-life, removal and disposal services.

 Maximise your return on investment

 Maximise uptime

 Maximise the life of your systems

 Monitor performance to maximise benefits

 Partner in delivering your desired business results



# OUR FULL SUITE OF SERVICES

## FROM INITIAL DELIVERY TO END-OF-LIFE

allow your investments to adapt as your requirements change

## A PATH TO HIGH PERFORMANCE AND RETURNS

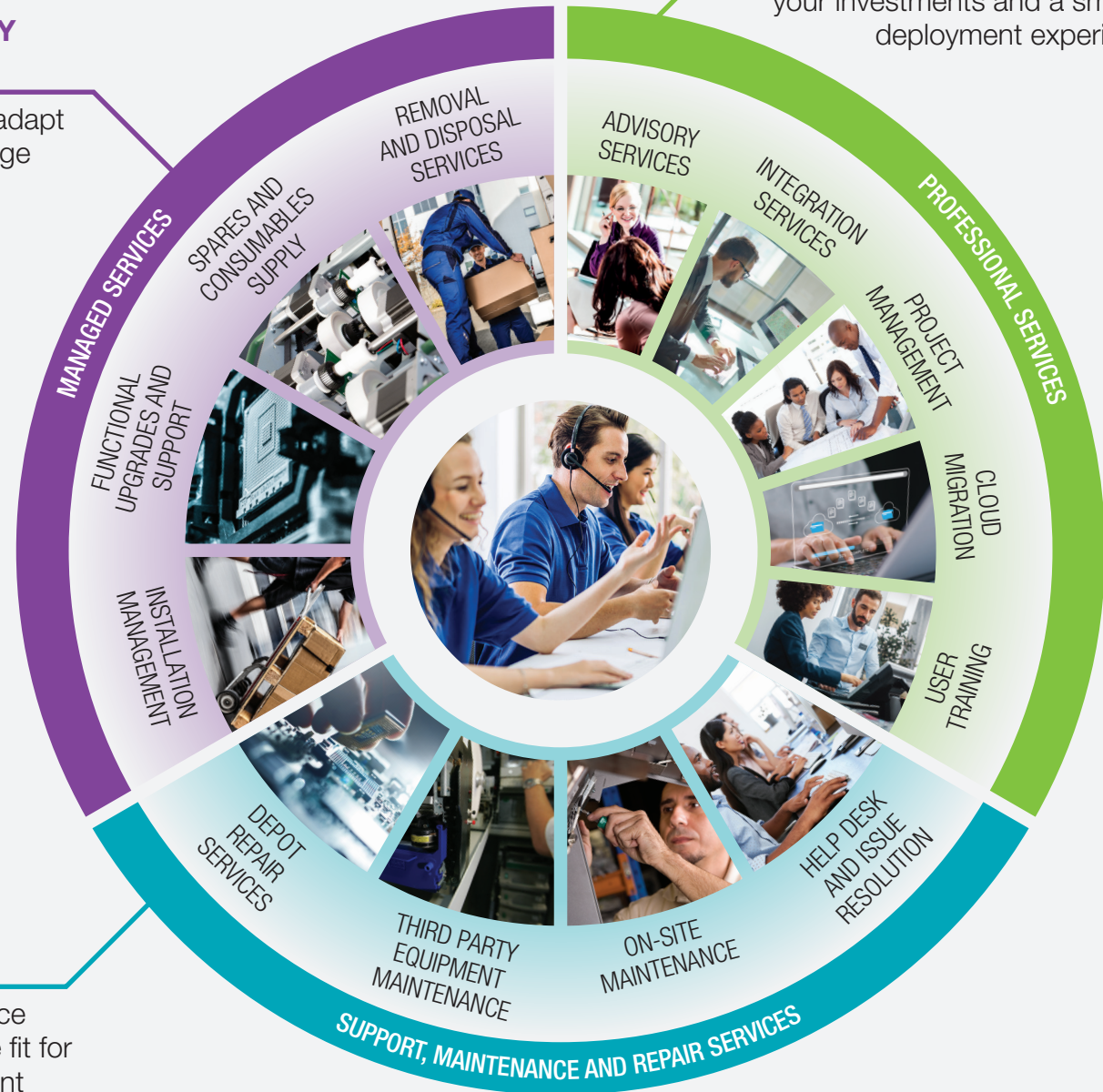
Glory's full suite of support services are with you every step of the way. We support a smooth on-boarding process and optimise the performance of devices in your estate, through to managing change as and when you need to adapt. With Glory's supply of superior products, which allow you to focus on your customers, combined with quality services that optimise product performance, Glory is your partner for success.

## KEEP YOUR SOLUTIONS OPTIMAL

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

## EARLY PLANNING SERVICES

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



# SUPPORT, MAINTENANCE AND REPAIR SERVICES

**Our customer service centres offer a single point of contact for your questions or support requirements. Our professionals are ready to take your call and offer help right away.**

We make every effort to resolve issues to your satisfaction as quickly as possible – answering your call, assigning the right technical support team members to analyse your detailed requirements, providing remote assistance and when necessary scheduling a visit from a field engineer.



## HELP DESK AND ISSUE RESOLUTION

- One point of contact for all service inquiries
- Fast qualification of your requirements
- Easy access to the status of your queries
- Prioritisation of issues by severity to achieve the best performance for your business
- Professional help desk staff that can resolve many issues without the need for a site visit
- Advance diagnosis of issues to maximise effectiveness of onsite visits and minimise downtime
- Remote performance monitoring and updates



# SUPPORT, MAINTENANCE AND REPAIR SERVICES

## ON-SITE MAINTENANCE

We provide fast, reliable on-site maintenance. With our global network of highly trained, certified service engineers and professional network of accredited service partners, a technician can usually be on site within a few hours, equipped with the right parts to resolve your issue on the first visit.

With support from our customer service centres and call management systems, field service representatives perform both preventive and corrective maintenance on a wide range of third-party systems in addition to Glory equipment.

Every service visit is performed according to a pre-established agreement and in strict compliance with your security procedures and our own safety requirements. Our goal is always to help you enhance governance, minimise risk and drive performance.

- Comprehensive preventive and corrective maintenance services
- Managed response and repair times
- Help desk support with call management and monitoring
- On-site support for both Glory and third-party systems
- Performance reporting



# SUPPORT, MAINTENANCE AND REPAIR SERVICES

Glory's "open service" approach simplifies your support environment. Our service agents are factory-trained and certified to support cash management systems from Glory and a comprehensive range of third-party manufacturers. We provide complete lifecycle management for all these devices including installation, upgrade, repair and preventive maintenance.

With Glory's extended services, you can have a single point of contact, a coordinated service level agreement and a service team that understands the unique requirements of your total cash management infrastructure.



## THIRD-PARTY EQUIPMENT MAINTENANCE

- All calls and service requests managed through a rigorous process for proven success
- Third-party equipment maintenance performed with the same care we give to our own products
- Service level management, reporting and asset tracking for visible and accountable service delivery
- Logistics management, repair centre services, system decommissioning and environmentally friendly disposal services tailored to the requirements of your third-party equipment

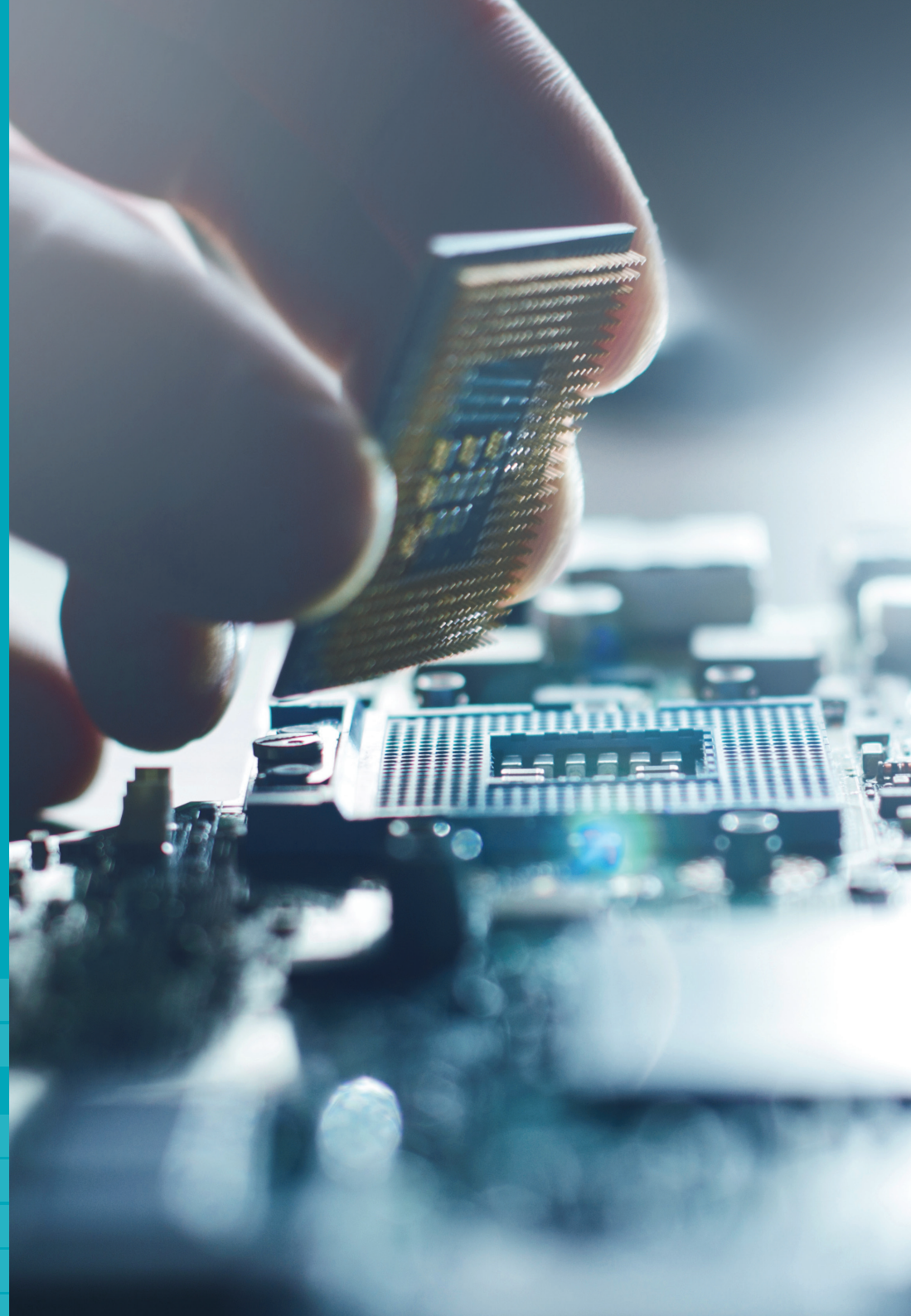


# SUPPORT, MAINTENANCE AND REPAIR SERVICES

## DEPOT REPAIR SERVICES

Our dedicated repair centres provide complete maintenance and repair services, from component-level repair through to complete unit repair. Our broad expertise and “open service” philosophy enable us to support both Glory and third-party systems, optimising your total investment and maximising the value of your equipment throughout its life cycle.

- Expert repair services for both Glory and third-party systems
- Repair of defective modules or products or shipment of replacements
- Third-party equipment repaired using OEM parts
- Minimal need for client-owned swap stock



# MANAGED SERVICES

## INSTALLATION MANAGEMENT

Accelerate your time to value with efficiently managed site preparation, system configuration, deployment and operator training. Our experts have the experience and know-how to manage every phase of your project, whether it's a simple one-time installation or a complex, enterprise-wide transformation.

- Installation planning for a smooth rollout with minimal disruption to your operations
- Site surveys to ensure suitability and adequate preparation, minimising risk and cost
- Pre-delivery inspection and system configuration to meet your specifications
- Expert installation to ensure systems meet warranty requirements and operate at full capacity from day one
- Professional training in safe, efficient machine operation and maintenance, minimising downtime due to operator error





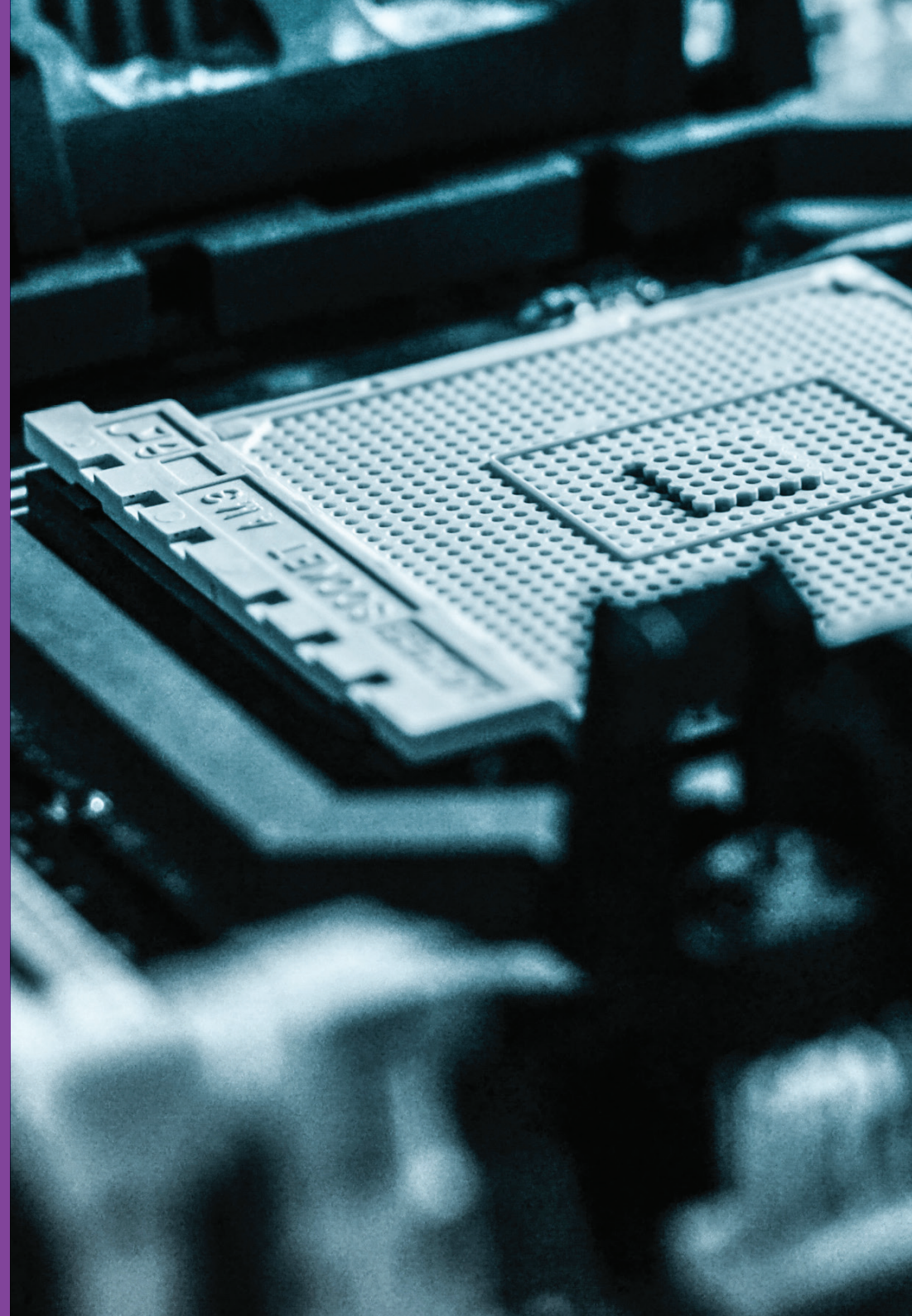
# MANAGED SERVICES

## FUNCTIONAL UPGRADES AND REFURBISHMENTS

To stay competitive, manufacturers need to upgrade the systems to meet changing regulations, customer expectations and preferences. Glory can enhance hardware and software functionality as well as the aesthetic appearance and branding of your machines.

Whether we perform the work in our repair facilities or on site, we'll provide the enhancements and manage the logistics to extend the life of your systems, align with corporate rebranding exercises or simply stay up-to-date.

- Hardware and software enhancements to extend useful life and return on investment
- Cosmetic overhaul of customer-facing systems, either returning to as-new condition or updating as part of a corporate rebranding initiative
- Upgrades performed on demand or through a scheduled program
- On-site overhaul capabilities
- A cost-effective way to keep your existing systems at the forefront of quality and performance



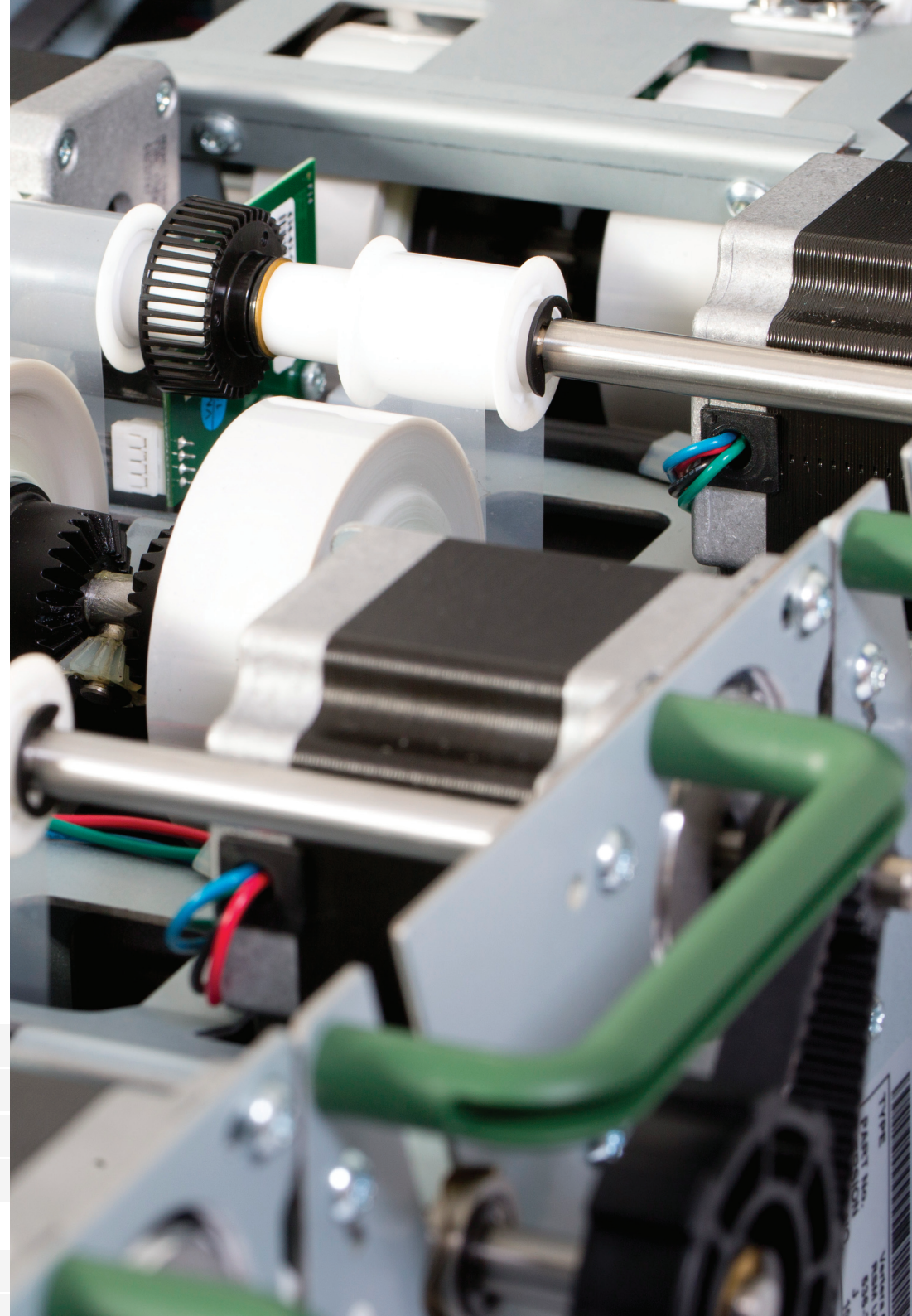


# MANAGED SERVICES

## SPARES AND CONSUMABLES SUPPLY

We offer spare parts and consumables through our logistics management, including secure storage and dispatch of products from Glory-authorised locations. Tracking solutions throughout the supply chain maintains visibility for management and reporting. Our stock control systems and material planning expertise help ensure availability of products, spares and consumables.

- OEM spare parts and consumables for all systems supported by Glory – including third-party equipment – sustaining the manufacturer's warranty
- Fitting of spares by trained service professionals to maintain full system integrity and performance





# MANAGED SERVICES

## REMOVAL AND DISPOSAL SERVICES

We provide safe, efficient removal and disposal services for end-of-life equipment on either an as-needed basis or as part of a managed program. All work is performed in strict compliance with environmental regulations. We take care to leave the site in excellent condition, ready for successful installation of new products.

- Planned and managed removal and disposal by trained professionals
- Protections to maintain data integrity and security as well as site readiness for new equipment
- Environmentally friendly and secure disposal, minimising the risk of adverse publicity and regulatory issues
- Compliance with environmental, safety and security protocols at the local, national and corporate level



# WHAT YOU CAN EXPECT WITH **GLORY** AS YOUR SERVICE PARTNER

**Glory offers services globally through our own offices and a highly select group of Glory-Certified Service Partners across our global footprint.**

Our advanced service management systems include remote diagnostics, help desk, dispatch, logistics and quality management tools. In-house and field engineers can quickly resolve your needs with rapid return-to-service times, best-in-class fix rates on the first visit, and top-tier service quality feedback. We also provide connectivity and systems integration, application consulting and comprehensive user training.

We maintain key partnerships with experts in staff planning and optimisation, cash management, outlet design and connectivity technology. We constantly align our service with industry best practices to help you optimise your own service delivery.

## **WHY CHOOSE GLORY?**

The choice you make in a service partner makes a difference to your business. The right provider should offer comprehensive service capabilities with flexibility to complement your own delivery capabilities.

We continually validate and demonstrate the value our services add to your business, adjusting service levels as needed to meet and exceed your desired results. Choose the right partner, and you're choosing a mentor that can lead you to measurable advantage.

### **YOU CAN GO IT ALONE. OR YOU CAN TRAVEL WITH A PARTNER WHO UNDERSTANDS HOW TO ADD VALUE TO EVERY CASH MOMENT. JUST IMAGINE:**

- One point of contact for all support, with no need to manage multiple partners
- Increased operational efficiency across the cash cycle
- Lower operating costs and overheads
- Your staff focused on advancing your business, not maintaining your equipment
- A service partner who understands your business needs, not just the technology
- Relief from the ongoing burden of managing the supply of spare parts and consumables
- Access to trained and experienced professionals
- Efficient, effective repairs for all your systems, using certified parts from the original manufacturer
- Seamless service to your customers, free from the logistical challenges of fault management

**Imagine delivering the full value of every cash moment. That's the value of Glory services.**



# OUR GREEN SERVICE MANIFESTO

## ENVIRONMENTALLY-CONSCIOUS SERVICES THAT CONTRIBUTE TO A SUSTAINABLE SOCIETY.

As one of its key sustainability challenges, Glory has identified countermeasures to address climate change and has set a target of carbon neutrality by 2050 (global & SBT based target) as a long-term environmental goal.

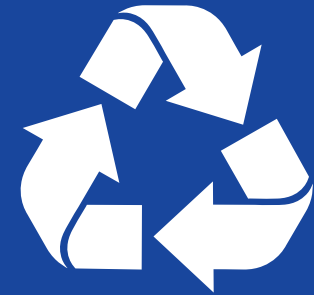
Reducing CO<sub>2</sub> emissions in Glory's business activities and reducing our environmental impact throughout the value chain are critical business targets.

As part of this commitment, Glory's service model is based on recover and repair, to allow us to deliver a sustainable service now and into the future. Repaired parts account for a significant proportion of our spares provision, all of which are certified by Glory technicians.



### REPAIR SAVES THE PLANET

The earth has limited resources, the best way to save our planet is to reuse what we already have.



### CIRCULAR ECONOMY

Eliminate waste and pollution by reutilising resources.



### REPAIR INFORMS ENGINEERING

The best way to inform our R&D is to gain knowledge from usage in the field.



### REPAIR IS BETTER THAN RECYCLING

Making our products last longer is both more effective and customer-satisfaction driven.



# GET MORE FROM YOUR TECHNOLOGY INVESTMENTS

As a global leader in cash technology solutions, we provide the financial, retail, QSR, cash center 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](http://www.glory-global.com).



## Related solutions...

### Advisory Services

Obtain the research analytics, best practices, technology strategies and more to ensure the best experience.



### Project Management Services

Manage projects to achieve the desired goals of your organisation.



### Integration Services

Deploy software effectively to ensure that you maximise your technology investment.



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