

GLORY

EFFICIENT TRANSACTION MANAGEMENT

and personal customer service
in post offices





Post office transformation for greater efficiency and better use of resources

POST OFFICES FACE NEW CHALLENGES AS THEY TAKE ON MORE FINANCIAL SERVICES IN THE WAKE OF BANK BRANCH CLOSURES.

These new services can stretch resources, creating longer queues and wait times for all customers, as well as added security concerns. In taking on the mantle of banking services in some communities, post offices now need to adopt the efficiencies and transformation recently seen in bank branches.

With more customers to serve, post offices also need to ensure they can operate cost effectively in modern formats that are individually adapted to the respective requirements of each location they serve; from large city locations to small rural offices managed by one person. Post Offices are often the last location in the community that allows customers to perform on-site cash deposit and withdrawal transactions, therefore keeping a local presence to maintain customer proximity is vital in the face of high-street branch closures.

Prepare frontline staff to serve the diverse needs of your customers

With an increase in demand for all manner of financial matters to be dealt with in a post office, staff now more than ever need to upskill and be able to perform a variety of roles; a traditional teller, advisor, greeting customers, selling.

Faced with ever changing customer behaviour and changing demands on their services, many post offices struggle to make the best use of their locations.

Customers coming in to a post office want all their requirements dealt with simultaneously, and staff need the right processes and transaction automation procedures in place to enable them to serve customers efficiently.



Diverse customer base with unique requirements.



Maintain a community presence and proximity to customers.



Ability to adapt post office format depending on a community's requirements.



A need to handle all financial matters simultaneously.



Increase in demand for counter services means staff need to upskill.



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



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

An efficient and local post office presence

Glory can help post offices find the balance between the local service they need to provide and the cost of maintaining an efficient customer experience.

We know the value of a cost-efficient, local presence, but we also understand the challenges in maintaining profitability in today's market. And whatever your post office 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 organisation, protecting your technology investment.



Improved post office efficiency

Deploy the right 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

Maintain a local presence and continue to serve the community

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 locations 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 post office 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 post office size or format; from rural one-person post offices, to full service large city locations – and everything in-between.

Counter Cash Automation Services

Assisted Service

Software Integration

Professional Services

Enterprise Managed Service

Maintenance and Managed Services

Counter Cash Automation Services

Cash automation creates the right 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 Series

The GLR series delivers smart, secure and versatile cash handling. By automating cash transactions, staff no longer need to be responsible for counting and authenticating cash deposits and withdrawals.



GFS-220

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



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.



CI-10X

The CI-10X compact cash recycling system is easily integrated into counters 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.



Mach™ SCW-20 Series

By automating coin processing, post offices can free staff to focus on more revenue generating and customer-facing activities. Mach SCW-20 is a fast, accurate and versatile coin sorter for coin counting, sorting and authentication applications.

Assisted Service

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

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 post offices 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 environment, addressing the challenges of managing cash with limited resources and allows post offices to progress with cost-effective 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 post offices 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 format or layout, providing the right level of service and efficiency to meet operational goals.

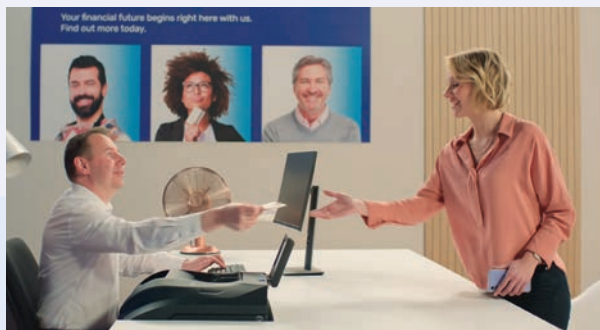
*This solution is not available in Australia, China or North America.

Software Integration

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

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

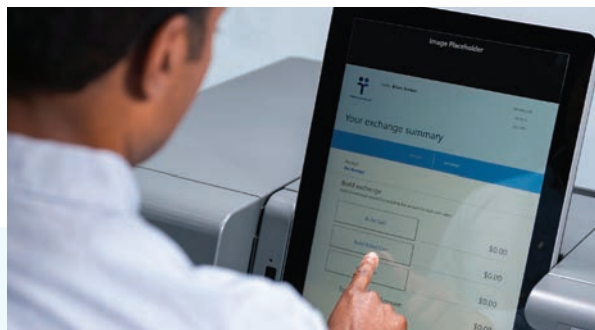
Glory's transaction management software was designed, from the start, to provide a wide range of transactions, regardless of the demands for connectivity to back-end systems.



CashInsight™ Assure

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

Offering a simple, flexible and comprehensive multi-vendor software platform, CashInsight Assure immediately provides your post offices 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 post office 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.

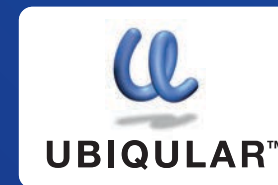


Queuing App

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 staff from cash related tasks, leaving time to concentrate on their primary role of serving customers.



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.

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.

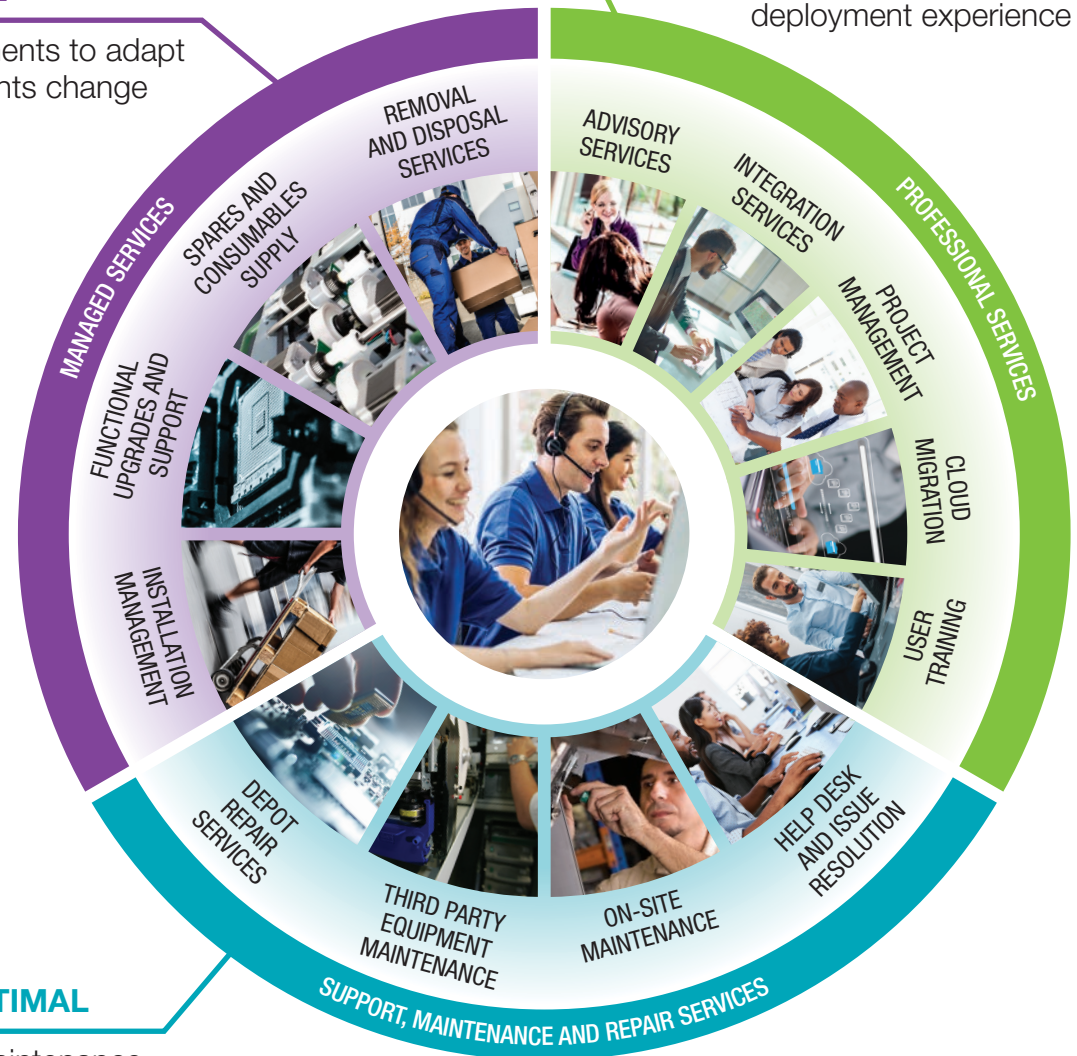
Through the supply of superior products, which allow you to focus on your customers, combined with quality services that optimise the performance of devices in your estate.

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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