

GLORY

# Optimising cash management and customer service

BaRRa de Pintxos

**BaRRa**  
DE PINTXOS

## THE CHALLENGE

BaRRa de Pintxos is a Spanish franchise chain in the Restaurant sector, that was founded in 2010 with a double objective to: incorporate a sophisticated hospitality venue brand while incorporating new technology to restaurant management, and to market its franchise for a national expansion strategy. In a short time, the BaRRa de Pintxos franchises have become a booming businesses, thanks to its commitment to innovation and the quality of their products.

As a result of constant evolution and growth of the business, BaRRa de Pintxos needed a system to automate and streamline their cash management process, in order to increase employee productivity and optimise the customer service experience.

Another key requirement was that, any solution to be implemented needed to allow BaRRa de Pintxos to perform cash reconciliation processes quickly and without errors, to eliminate cash discrepancies. It was also essential that the solution was able to detect counterfeit notes and coins.

**“Thanks to the reliable smart cash recycler CASHINFINITY™ CI-5 from GLORY, we spend less than ten minutes per day carrying out cash balancing processes, which translates into greater satisfaction for the employees.”**

Eduardo Sancho, Partner Director, BaRRa de Pintxos

## THE SOLUTION

BaRRa de Pintxos considered that the cash recycler, Glory's CASHINFINITY CI-5, was the ideal solution for their restaurants. Perfect for cash management, as it offered reliability and performance, and demonstrated that it would improve the operation of their restaurant venues.

In addition, CI-5's compact size and elegant design matched the avant-garde concept and company culture of BaRRa de Pintxos. These factors contributed to providing restaurant premises with greater functionality, better ergonomics and promoting improved business operations and profitability; with a faster return on investment.

Another determining factor when choosing the Glory solution was easy integration with the existing management software in the restaurant, which provides overall business control.

Following the implementation of the advanced cash management technology from Glory, BaRRa de Pintxos has optimised business performance and customer service for clients, reinforcing its commitment to innovation and quality; always seeking to provide a unique customer experience.



# THE BENEFITS FOR BARRA DE PINTXOS

## COST SAVINGS

Thanks to Glory's CI-5, BaRRa de Pintxos has noticed a reduction of 30 minutes per day when performing reconciliation processes. Cash management processes are now completed more quickly and without errors.

In addition, the Glory CI-5 detects counterfeit banknotes and coins, which has helped BaRRa de Pintxos to significantly reduce losses and eliminate cash discrepancies.

## EMPLOYEE PRODUCTIVITY

BaRRa de Pintxos employees can now manage cash transactions quickly and return change to customers with no errors, which saves them time and reduces stressful situations.

In addition, they are more happy in their roles, as manual cash counting has been eliminated – the cash register performs transactions automatically, translating into greater reassurance for staff.

## CUSTOMER SATISFACTION

Customers are now more satisfied, as they are served faster and treated with a more personalised service.

## SECURITY

Following the implementation of the CI-5 system, cash exposure has been reduced, which minimises the risk of theft and shrinkage.

The technologically-advanced CI-5 ensures that staff manage cash accurately and securely.



The solution for BaRRa de Pintxos forms part of Glory's global cash handling solutions for retailers; offering a range of solutions that cover a wide range of needs that occur in the retail cash chain. Glory's extensive knowledge and experience guarantees that any retail establishment can optimise their cash chain – to improve results.



## OPTIMISING THE RETAIL CASH CHAIN

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