

GREATER PROFITS BY UNDERSTANDING YOUR BRANCH PROCESSES

Financial institutions are faced with many challenges in these current economic conditions. For some, the challenges are:

- How can I reduce costs and improve customer/member service and interactions?
- What can I do to reduce errors with end of day balancing or daily transactions?
- How can I most effectively analyze and quantify the benefits of *Branch Automation* to meet my return on investment goals?
- How can I effectively analyze and evaluate the right mix of technology and automation to measure the impact on profitability and staffing goals?

Some studies report that nearly 25% of branch operating costs are related to cash handling – counting and sorting currency as it moves into, through and out of the branch.¹

We've all read studies that report the most time-consuming and costly process within the branch is cash management. Specifically the time it takes to process cash – separating cash, strapping cash, buying/selling cash, preparing and verifying cash shipments, deposit and withdrawal transactions and end of day balancing time. But did you know that up to 70% of all activities within a branch are transactions and up to 90% of front line staff time is spent on transactions such as deposits, check cashing, and withdrawals.

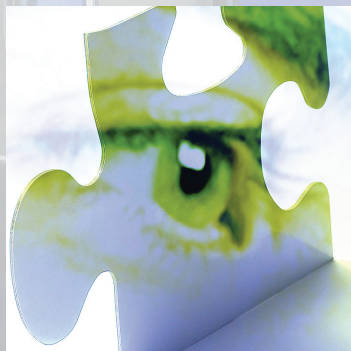


As you may be aware, branch automation and the use of cash recyclers, cash dispensers and sorters are efficient and productive solutions to automate these manually-intensive and error-prone tasks, while reducing security risk, freeing up staff to be more productive, and creating revenue-generating selling opportunities. Case studies have shown that cash recyclers have, in fact, freed up a manager or supervisor to perform more productive activities such as more face time with customers and/or members.²

So it makes sense that automating these cash transactions would create the efficiencies to bring savings and profits to the branch, such as:

- **Teller variance improvements of 50% or more**
- **Up to 78% time savings on vault buys/sells**
- **38% of Head Teller's time redeployed to valuable customer/member interaction**

HOW DO YOU GET FROM IDENTIFYING THE CHALLENGES AND UNCOVERING THE COSTS TO SAVING MONEY AND IMPROVING YOUR PROCESSES TO REALIZE BENEFITS?



Branch Analysis is Now the Key

Understanding branch processes is critical to an analysis. And conducting an analysis of those processes is key to uncovering waste, inefficient processes, redundant work and ultimately cost.

A branch analysis can help answer a variety of questions like:

- What kind of technology and how many units should I use?
- How many branches would benefit?
- What is the best staffing mix?

An effective branch analysis allows financial institution management to focus on key areas in need of review to help create efficiencies, cost-savings and effective staffing ratios. The process looks at a variety of areas such as staffing, teller and supervisor tasks, transaction flow, branch cash volumes and current level of automation.

The GLORY Cash Processing Analysis™

GLORY uses a unique analysis tool — The Glory Cash Processing Analysis™ that addresses the ability to analyze and evaluate issues pertaining to the optimization of currency handling solutions specific to branch locations in order to find those solutions where the most effectiveness may be found.

The GLORY Cash Processing Analysis™ uses a consultative approach, working in partnership with the financial institution's management and branch staff to create a quantifiable business case that:

- Carefully decides what costs need to be included in the analysis, looks at everything not just the obvious,
- Analyzes and calculates the efficiency of each process – cash transactions, vault buy/sells, teller tasks, supervisor and/or manager duties, etc.,
- Compares the results to making an investment in branch automation by preparing a factual report that includes calculation of the benefits as they relate to cost savings and efficiencies and also proposes customized recommendations,
- Helps to implement the recommendations,
- And provides continuous monitoring of realized efficiencies with constant recommendations as business changes.

Some customers have experienced annual **savings of up to 100% of their investment with payback periods of as little as one year** depending on volume, amount of automation and other variables. Results vary, but ultimately tie back to understanding the needs of the financial institutions and their business plan expectations.

"The branch analysis conducted by GLORY enabled us to further assess our branch needs to help determine the best product solution for each branch. The data GLORY provided helped us identify additional opportunities for operational cost savings."

— Lynda Day, Coastal Bank & Trust,
Group Executive Retail Banking Group

TOGETHER WITH THE GLORY CASH PROCESSING ANALYSIS™ TOOL, INNOVATIVE TECHNOLOGY AND PRODUCT SOLUTIONS, GLORY PROVIDES A WINNING COMBINATION OF BRANCH AUTOMATION, COST SAVINGS AND OPPORTUNITIES FOR INCREASED CUSTOMER/MEMBER INTERACTION.

Our Customers' Successes

Here are some real life results obtained by some of our customers.

Teller variances and differences improved by 50% or more.

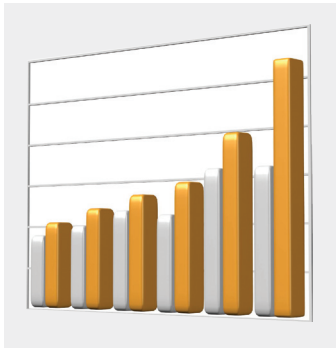
- Analysis identified opportunity to reduce teller differences and variances in excess of 50%. For one branch, it meant a savings of over \$3,000 on an annual basis while substantially eliminating teller time spent on End of Day Balancing.

Branch staff realized multiple savings and efficiencies.

- A combined average time savings of **78% on Vault Buys and Sells**.
- An average time savings of **45% processing Commercial Deposit and Night Drops**, while counting and securing all Night Drop cash before the branch opened their doors for business.
- An average labor time savings of **57% for Beginning and End of Day** cash handling and balancing activities.

Head Tellers obtained time to service customers and coach staff.

- Analysis found head tellers extra time of 3 hours per day. This represented **38% of their time that can then be redeployed as a new resource for customer/member service tasks**, reporting, proof work, fill in for other staff.



Why Wouldn't a Financial Institution Want to Learn More about Branch Analysis to Obtain These Results?

The GLORY Cash Processing Analysis™ tool can provide that support and understanding of the branch analysis and the relationship to greater benefits versus cost, time, market share, and customer/member interactions. Utilizing the unique GLORY Cash Processing Analysis™ techniques, you too can realize greater profits.

So take the steps to greater efficiencies by conducting a branch analysis of your current branch processes and preparing the return on investment.

For more information about the GLORY Cash Processing Analysis™ or to schedule your **FREE** analysis go to www.gloryquality.com/branchautomationanalysis



UW-500



UW-600

THE UW-500/600 CURRENCY SORTER

High Capacity, High Processing Cash Management Solutions

Multi Stacker System

- Improved sorting and separating of mixed notes
- Fewer re-sorting steps
- Input hopper of up to 1000 note capacity

High Tech, High Speed Recognition System

- Fitness sorting reduces damaged note issues and ATM downtime

Easy Maintenance

- Quick recovery of jammed notes
- Reduced processing interruptions

GLORY

THE PD-600 CASH DISPENSER

Provides Smooth and Secure Cash Management

Smallest Foot Print and Smallest Size

- Fits under teller counters

Largest Capacity in Market

- 6 cassettes
- Up to 3000 notes each
- Separate reject cassette

Friction Pick Technology

- Single note reject

True Dual Dispense Capability

- Left and right dual access
- Fastest dispense speed



THE RBU-11 CASH RECYCLER

Sorts, Accepts, Dispenses and Stores Currency through a Single Source

GLORY Innovative “Stacker Technology”

- Easy-to-clear jams, user friendly
- Ability to effectively handle worn and weathered US currency
- Access to cash during power outages

Largest Capacity

- 6 stackers, 1500 notes per stacker means more capacity
- Total of 9000 notes (1500 notes x 6 denominations)
- 400 note physical escrow

Increase Teller Productivity

- Highest speed deposit and dispense
- Tellers not directly connected can do vault buys and sells without interrupting a teller lead

Space Saving Solution

- Easy compact placement, fits under standard teller counter
- Two tellers can be assigned to one RBU



¹Excerpt from BAI Study

²Based on number of transactions, branch volume and business plan

To learn more about branch automation and how Glory solutions can solve your cash management challenges, please visit us at www.gloryquality.com/branchautomationanalysis.

GLORY

www.gloryglobalsolutions.com
www.gloryquality.com

Glory Global Solutions

2441 Warrenville Road, Suite 100, Lisle, IL 60532
Tel: +1 (630) 577-1015 / Fax: +1 (630) 577-1270

System Product Engineering and Support Center

11205-A Knott Avenue, Cypress, CA 90630
Tel: +1 (800) 897-1879 / Fax: +1 (714) 897-9415

Nevada Region

2057 E. Maule Avenue, Las Vegas, NV 89119
Tel: +1 (888) 439-8262 / Fax: +1 (702) 252-0645

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