

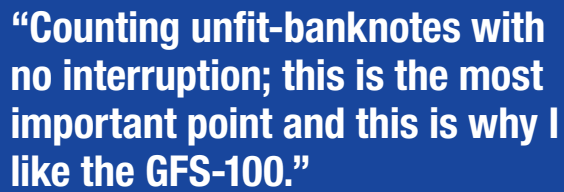
GLORY



Improving teller productivity and customer service

Garanti Bank, Turkey





Garanti Bank is Turkey's second largest private bank, established in 1946. Garanti has an extensive distribution network of 998 domestic branches, 15 foreign offices, and operates more than 50 cash centres that process merchant deposits from retailers, branch deliveries and collections and replenishment of ATM cassettes. All facilities and processes are built upon a cutting-edge technological infrastructure.

With its dynamic business model and superior technology, integrated with innovative products and services, Garanti Bank continues to differentiate itself and facilitate exceptional banking services for its customers.

Garanti Bank's vision is to be the best Bank in Europe. Its mission is to continuously and noticeably increase the value they create for their customers, shareholders, employees, society as a whole and the environment, by utilising their influence, agility and organisational efficiency.



THE CHALLENGE

Turkey is located on two continents, Europe and Asia, where a lot of people and cash of various currencies come and go. Bank branches need to cope with:

- Processing at least six currencies (TRL/EUR/USD/CNY/RUB/JPY)
- Large volumes of cash which may cause rejections and/or jamming on cash handling devices, due to poor quality banknotes
- Elaborately forged counterfeits; especially US dollars

Garanti Bank has previously used value counters at their front desk within their branches, however, they were not satisfied with their performance. Banknote processing operations were frequently interrupted by repeated jamming and rejection.

“Our branch is located at the No.1 tourist destination in Taksim, Istanbul. This means that people from different countries and different cultures are always visiting here. We needed a cash handling device that could handle six different currencies simultaneously and immediately have a positive effect on our teller’s productivity; this is very important for our bank productivity.”

Branch Manager Taksim Branch



THE SOLUTION

Long-term stable banknote processing combined with high performance.

Garanti Bank replaced all of their 3,500 units of value counters in all 998 branches with Glory's GFS-100 series, to achieve stable and more accurate cash handling. This also released tellers from time consuming issues on devices and manual cash handling, which used to interrupt their transactions and conversations with customers.

“It is very hard to detect counterfeit notes especially those that have US dollars among them, but this device detects them all.”

“Compared with the banknote counter we had before, processing banknotes is much faster and safer, with continuous trouble-free operation even when the banknote quality is very poor.”

“As we process banknotes in bulk every day, the rejection and jamming rates are very important factors. I have never faced any of these issues with the GFS-100.”



GFS-120T BANKNOTE COUNTER

GFS-120T features:

- Mixed banknote denominations and currencies simultaneously counted all at once at just one pass
- Counterfeit detection algorithm which consists of accumulated banknote data from all over the world
- Original mechanical design that ensures dust does not reach the banknote sensors, which can directly affect the performance of devices

“Counting unfit-banknotes with no interruption; this is the most important point and this is why I like the GFS-100.”

“Compared with the value counter we had before, processing banknotes is much faster and safer.”





THE BENEFITS FOR GARANTI BANK

“With the device we had before, processing operations were interrupted frequently every day because of banknote jams in the machine, which was caused by the dust from the banknotes. With Glory’s GFS-100, we now save a considerable amount of time when performing banknote transactions. Even if a device has not been cleaned for a couple of days, there is no rejection or jamming. In addition, the dust proof shutter protects operators and also customers.”

Chief Teller, Galatasaray Branch

Each teller has significantly reduced their banknote processing times

By replacing all the value counters at Garanti Bank, significant improvements have been made to teller productivity.

The result has been that tellers are now free from the pressures of cash handling and are able to now focus more on customer service.

About PROTEM

PROTEM is a leading company in banking automation who offer advanced technology and service solutions in Turkey. Protem began its partnership with Glory in 2009. Before working with Glory, Protem struggled to find a manufacturer that met their expectations of high product quality and reliability. Product quality was essential to Protem not only to satisfy their customers but also for their own maintenance and service business. Protem now offer a wide range of cash handling devices from Glory and they have significantly contributed to innovations in the use of cash handling technology at most of the major banks in Turkey. According to Protem, the key to their business success is the maintenance of devices and service provided to their customers.



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