

GLORY



Open concept design creates a customer-centric experience

The Savings Bank



The Savings Bank

Since 1869



ABOUT THE SAVINGS BANK

“The branch renovation with the goal to empower staff and customer experiences was immediately realized with the acquisition of these machines.”

**Raichelle L. Kallery, Snr. VP,
Snr. Retail Banking Officer,
The Savings Bank**

The Savings Bank, (TSB) is a state-chartered mutual bank that has been serving customers for more than 140 years in the state of Massachusetts. TSB wanted to create an open-floor layout where customers could engage with tellers more easily and the tellers could provide better customer service. The Savings Bank also wished to improve teller efficiency and to enhance the overall customer experience. Glory met with TSB to direct their concerns and implement a solution.

THE CHALLENGE

After initial consultations, Glory recommended implementing Teller Cash Recyclers (TCR) to maximize floor space and to create a free-flowing branch floor. The machines also helped The Savings Bank to focus on each individual customer, while monotonous tasks such as counting cash were automated by the TCRs. This freed up the tellers to discuss other bank offers that the customers could be interested in, such as refinancing a loan or saving for retirement. These conversations elevated The Savings Bank's customer service, and also improved teller efficiency.



THE SOLUTION

Glory recommended the RBG-100 TCR for The Savings Bank. After receiving training from Glory technicians on the machines, the tellers quickly adopted strategies to use the saved time in other constructive ways. Because of the training that the tellers received, the effect was immediate; there was little to no transition time to see improved results from the machines.



RBG-100

BANKNOTE RECYCLER

Glory's high capacity banknote recycling machine, the RBG-100, answers the challenge of gaining a competitive edge by providing an efficient high performance cash management solution.

The RBG-100 is designed to be installed in teller lines to process customer transactions, ATM pulls, large deposits and teller vault buys and sells. With higher operational efficiencies and ease of use the RBG-100 is designed to meet the varying cash management needs of Financial Institutions.





THE BENEFITS FOR THE SAVINGS BANK

“The implementation was trouble-free, and Glory’s support is excellent. It has more than met our expectations, and has genuinely improved our customer and staff experience.”

Raichelle L. Kallery, Snr. VP, Snr. Retail Banking Officer, The Savings Bank

The results from the implementation of Glory TCR’s were a success, and The Savings Bank was able to see faster transactions, improved customer service, efficient use of space, as well as improved security.

Since Glory’s RBG-100’s use a locked system to store and sort cash on site, the tellers had to visit the in-bank vault less often. This was an unanticipated solution for which The Savings Bank was very grateful. “The implementation was trouble-free, and Glory’s support is excellent,” said Raichelle L. Kallery, Sr. VP and Sr. Retail Banking Officer. “It has more than met our expectations, and has genuinely improved our customer and staff experience.” Ultimately, The Savings Bank was able to increase sales because of the improvements in customer service, teller efficiency, and vault security provided by Glory.

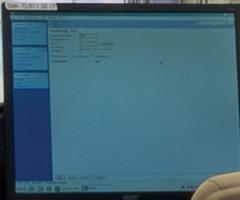


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