CashInsight™ Bridge Console
A continuous performance monitoring and remote device management solution
Advanced remote device management for improved operational performance – one solution in a suite of many

CashInsight™ – a consolidated software suite of supporting tools

CashInsight is a complete financial services cash management application suite. The suite supports and enables the operation and servicing of cash handling devices, as well as tools for cash optimisation and general bank branch staff planning. The suite includes: CashInsight Assure, the benchmark in teller connectivity software; CashInsight Bridge, our remote device management solution; and CashInsight Planner and Forecast, our range of business optimisation solutions. The CashInsight solution portfolio provides real operational benefits to end users, as well as IT and operations managers; while providing key executive insight into the effectiveness of operations, allowing financial institutions to maximise their return on investment in cash handling solutions.

CashInsight Software and Services Portfolio

Maximising the value returned from your cash automation investment
Availability of cash automation devices is of paramount importance to any financial institution that has deployed cash handling solutions in their branches. The CashInsight Bridge Console helps monitor and manage your fleet efficiently and cost-effectively, thereby increasing operational availability and providing real-time performance data.

Utilising the Console within an existing in-house helpdesk or call centre environment, financial institutions are able to: monitor the status of their device fleet, view and act upon diagnostic reports and deploy system updates/upgrades for all, or selected devices.

The Console provides data for proactive support, faster issue resolution and critical product health-checks, resulting in higher operational availability and teller satisfaction. This increases visibility of key performance indicators relating to individual equipment or for an entire fleet of devices. By analysing equipment status, the CashInsight Bridge Console supports a proactive service delivery model, and facilitates the scheduling of maintenance activities.

Remote monitoring capabilities within the CashInsight Bridge solution maximise asset value through central customer control and deployment of software updates/upgrades, such as: currency pattern sets, configuration optimisation and/or firmware upgrades.

CashInsight Bridge Console is not only available for newly purchased Glory products but also for previously installed supported products via the addition of the CashInsight Bridge hardware or software* upgrade. The upgrade connects the installed equipment through the customer’s network to the CashInsight Bridge Console.

*The need for a hardware or a software upgrade will be depending on the individual device. Please contact your local Glory office for technical evaluation.

CashInsight Bridge Console

A remote monitoring and management solution

Management Services
- Intelligent user help desk support
- Remote firmware and pattern updates
- Activity journal capture and storage
- Event review and analysis

System management for optimum daily performance

Monitoring System
- Device alarms and alerts
- Real-time system status view
- Diagnostic remote control
- Assists intelligent service dispatch

Effective problem resolution and faster return to service
Optimise the value of cash automation

Optimising the value and investment made in cash automation requires a management solution that not only can detect operational issues, but can aid in their resolution and on-going event management.

CashInsight Bridge enables helpdesk professionals and on-site staff to coordinate self-fix events of enrolled devices that could otherwise result in: unnecessary on-site visits by a technician, extended downtime and the subsequent inefficiencies of having a device non-operational, especially during peak business hours.

Higher operational availability

The CashInsight Bridge Console provides administrators an overall view of the enrolled devices installed within their organisation, whether at a branch level or enterprise-wide. The Console offers an immediate view of the operational status of each connected machine and, for TCRs, the cash inventory held within the device by value and denomination.

Should a device require technical support, the CashInsight Bridge Console provides an alert to the financial institution’s helpdesk, as an issue occurs, meaning no time is lost in communication of the error between the teller and the helpdesk; in addition, the helpdesk will have access to accurate, detailed information on which to base the resolution of the problem.

For example, if a CashInsight Bridge alert suggests a sensor needs cleaning on a TCR, the helpdesk can inform and guide the teller to perform such a routine maintenance task, without the need for a technician. If a technician is required to service a unit on-site for more complex matters, the helpdesk can download and provide system logs to Glory’s helpdesk, in order to expedite the diagnostic and error resolution process.

With more detailed information available in advance, our Intelligent Dispatch approach ensures that we send a technician that has the required spare part, to avoid unnecessary repair delays.

Remote diagnostics improves error identification and resolution, resulting in increased product availability. In addition, the quick resolution of issues ensures limited teller time is taken up by trying to resolve equipment issues and more time is dedicated to customer service.

Example: Using CashInsight Bridge Console to resolve a device event

<table>
<thead>
<tr>
<th>Device event occurs</th>
<th>Console Administrator receives an alert that an event has occurred</th>
<th>Console Administrator supports teller to solve the issue by directing teller to take corrective action</th>
</tr>
</thead>
</table>

Time delay – waiting for technician to arrive

<table>
<thead>
<tr>
<th>Device event occurs</th>
<th>Teller recognises an error has occurred on the device and calls their helpdesk</th>
<th>Bank’s helpdesk calls Glory and a technician is dispatched to the branch</th>
<th>Technician arrives at branch to diagnose and resolve the issue</th>
</tr>
</thead>
</table>

Device down time
Business protection and cost-efficient update deployment

At times in a product’s lifecycle, firmware and configuration updates may become necessary, whether this is to load new banknote pattern set updates or other modifications. The time taken to deploy such updates to a fleet of devices can be significant and costly if this needs to be done manually, one device at a time, via a technician visiting multiple branches. Quite often this requires devices to be removed from service during business hours, resulting in reduced counter service and deployment of additional security measures in the branch, all at additional cost. The process can become inconvenient and potentially disruptive.

To maintain devices in their best operational state, CashInsight Bridge Console can be utilised by the Administrator to remotely manage and deploy updates to a fleet of devices when required. Glory makes the required update available to the network administrator, who then deploys it remotely via the CashInsight Bridge Console. These updates are uploaded to the fleet of connected devices, in the background, without affecting unit availability. Once uploaded, the Administrator can select a time that is most suitable to install the update - usually outside business hours or at off-peak times to avoid disruption for the teller, the branch and its customers.

- Early detection of product support needs
- Potential for remote recovery of issues to increase product availability
- Faster deployment of updates resulting in reduced customer disruption
- Remote delivery of banknote pattern sets and configuration updates
**Typical usage scenario**

1. CashInsight Bridge Console enables an estate administrator within the financial institution’s environment to control their fleet of enrolled cash automation devices from an administrator workstation.

2. Using the status view of the Console, an Administrator is able to identify device issues and offer resolution support directly to the teller.

3. The CashInsight Bridge Console supplies business logs and error codes that can also be provided to Glory by the Console Administrator.

4. Information provided by the Console then enables Glory to deal with and respond to potential issues by either prescribing a “phone fix” or to dispatch a service technician for on-site maintenance if the issue cannot be resolved remotely.

5. Glory can make updates available to the Console Administrator, such as currency pattern set updates, for the Administrator to deploy to their fleet of devices as and when required.
Technical Requirements

**Server**
- Windows 7 or later (Windows Server 2008 recommended)
- Hard disk installation space – 300MB (minimum)
- System Memory
  - 4GB Memory
- System Processor
  - 2GHz Dual Core Processor

**Client**
- Internet explorer 8 or later,
  Firefox 24 or later
- Screen resolution
  - 1024 x 768 (minimum)

CashInsight Bridge Console is compatible with 1st generation Ntegra products. Further DTP products will become available during 2015. Check with your relevant Glory representative.
The Glory Global Solutions Commitment

Glory Global Solutions is a world expert in cash management delivering technology and service solutions that provide security, productivity and innovation to our customers in more than 100 countries worldwide. These solutions are supported by the technical expertise of Glory Group of Japan, a pioneer in the development and manufacture of money handling machines across the financial, retail, vending, amusement and gaming industries for nearly 100 years.

The company is committed to meeting society’s wide ranging needs for accurate, secure financial transactions between individuals and businesses, and between businesses.

As a responsible organisation we maintain a disciplined approach to our corporate governance and operate to the optimum professional and ethical standards in all aspects of our business. Glory Global Solutions strives to be an exemplary employer, and will always seek to provide a fair, safe and productive work environment where all employees can grow and be challenged. Wherever we operate, our objective is to contribute actively to the community and the local environment including consistent environmental responsibility.

Our philosophy, business priorities and everyday practice are summarised in a single commitment:

We Secure the Future.