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"Because both DynaCash and DynaCore interface seamlessly with the Glory™ TCR and the institution's core application, double-key entries of transactions are successfully eliminated."

Paul Lambert
Senior Vice President,
NE Money

THE CHALLENGE

Shrinking staff sizes and a need to reduce overhead costs, while remaining federally compliant, have become the new norm in the financial industry.

THE SOLUTION

Glory Teller Cash Recyclers seamlessly deployed by New England Money using the DynaCash or DynaCore application interface to optimize operational efficiency.

THE BENEFIT

- Eliminates Double Entry
- Seamless TCR to Core Interface
- Reduces Teller Errors
- Shortens Transaction Time
- Extends Full Functionality of the TCR Technology

New England Money leverages DynaCash™ & DynaCore™ to optimize operational efficiencies for community-based institutions

THE CUSTOMER

New England Money Handling Systems was established in 1976 and quickly developed an excellent reputation as a service-oriented company. Today, their service is identified as the best in the industry and has had a direct impact on the growth they've enjoyed and the rapport they've built throughout the financial spectrum. As the number one reseller of GLORY cash recyclers in the United States, New England Money aligns themselves with partners who are client focused and service driven to bring the most innovative technology into the financial industry.

“We strive to make things easy for our customers and the users of the equipment we deploy. We put a lot of trust in Add-On Technologies over the last 20 years, and they’ve always delivered a product and service we can stand behind as our own.”

Paul Lambert



BACKGROUND

New England Money Handling Systems has been working with Add-On Technologies products for over 20 years and considers Add-On as a key partner in the successful deployment of the automation equipment they sell.

“Our main focus before, during, and after the sell is on the customer’s long-term needs,” stated Dianne Gagne, Account Manager with New England Money. ***“Every cash automation application is unique. However, one thing is for certain — DynaCash has always interfaced quickly and effortlessly for us.”***

THE OBJECTIVE

Cash recycling plays an important role in any financial institution’s operations. The management of cash availability, counting and recounting for accurate placement of cash, and the overall movement of cash creates productivity issues inside every institution no matter the scale of the operation.

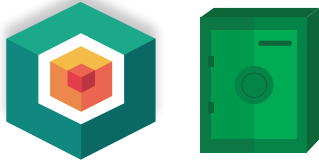
If a cash recycler or dispenser is not part of a

branch’s overall cash management strategy, or it is not implemented correctly, servicing a customer base with a high cash volume can be inefficient and costly.

“There’s not an institution today that isn’t living with a low staffing situation,” said Paul Lambert, Senior Vice President for New England Money. ***“Having the ability to bypass going to a vault to buy or sell cash and allowing the technology to manage the dual control situation creates real efficiencies for community banks.”***

Incorporating cash recyclers into daily operations provides several important process improvements for financial institutions. There are significant savings to be had by eliminating the day-to-day inefficiencies of vault audits, end of day cash drawer balancing, teller cash counting, and recounting of transactions.

“Our clients make us better,” said Ray Van Vynckt, President of Add-On Technologies. ***“When we engineered the DynaCash application, our goal was to provide the end user full access to all the bells and whistles the cash recycler has to offer. Our resellers help us do just that.”***



THE SOLUTION

Enhancing the customers' banking experience and improving branch productivity are the intended results when introducing Teller Cash Recyclers into branch operations. The strategy is designed to grant all customers a greater service experience. At its core, when a customer or member actually takes the time to get out of their car and enter their local branch, the technical efficiencies of a Cash Recycler should facilitate the timely, professional service, the personal attention, and the overall care that makes the face-to-face interaction a value-added service experience.

"If we can take the heavy lifting of the transaction off of the teller's customer interaction, then true customer needs-assessments become possible," commented Adam Jordan, Sales Engineer for Add-On Technologies. ***"This creates a whole new opportunity for the institution to build loyalty and retention for their brand."***



The immediate benefits of the cash recycling solution are clear. The costs of cash handling, cash collection, cash audits, cash ordering, and cash balancing go down. There is less dependence on cash drawers, which increases security and delivers operational efficiency savings. Deposit volumes per FTE increase, which in turn improves both teller availability and the service of the customer experience.

Faster transaction times and greater convenience significantly enhance the experience of both business and retail customers and contribute to improved customer acquisition, conversation, and retention rates.

"Users who migrate over to DynaCash or DynaCore

can see an immediate savings in transaction time, yes," said Lambert. ***"But also in training of their users, downtime of installation – because it literally takes minutes rather than days to install, and core upgrades aren't typically affected like in a direct integration situation."***

Adopting cash recycling technology as part of the branch ecosystem can change the whole dynamic around cash management. It has streamlined the cash cycle and enables the end user to make better, smarter use of the customer engagement to optimize revenues.

"It changes the way banks serve their customers," shared Gagne. ***"It also changes the back office to-do-list of tasks on every branch manager's mind."***

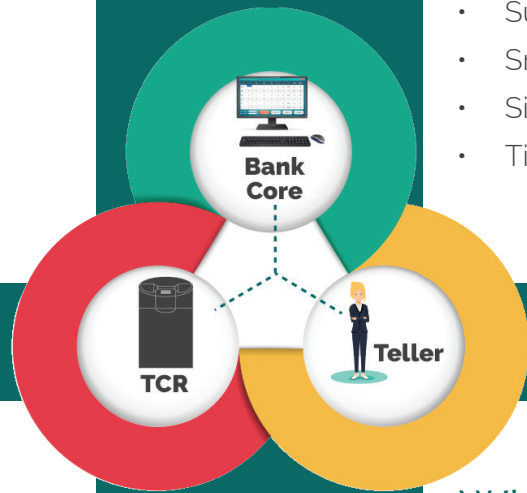
THE RESULTS

Having the ability to utilize all the cash recyclers features is the most significant benefit of the DynaCore and DynaCash applications.

"Add-On has a keen ear to hear our requests," said Lambert. *"We share information and user input with Add-On and before we know it, their engineers have integrated it into a release update. Our relationship is more of a partnership than a vendor exchange."*

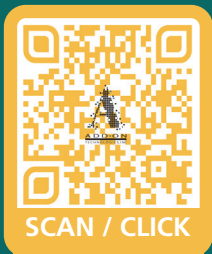
As a partner you can expect:

- Fast service & support
- Cost effective products, with minimal licensing costs updates for the DynaCore product
- Seamless interface.
- Keeping and deploying all the efficient benefits of the cash recycler
- Superior support
- Smart balancing features like "snapshot" for a record of inventory
- Single transfer of buying/selling at the end of day
- Timestamped Transactions



Why Add-On Technologies, Inc.

The flexibility and adaptability of both DynaCash and DynaCore are two of the top reasons resellers of cash automation equipment choose us. However, our service and application guidance are the reason they return. For decades, Add-On Technologies has earned a reputation for high-end, reliable engineering solutions in middleware communication. While we pride ourselves on that fact, we understand that every set-up and application is done slightly different. That's what makes DynaCash and DynaCore so perfect and easy to install.



Schedule A Demo!

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