The Vertera 6G from Glory was an important part of BOQ’s overall branch transformation strategy. The Bank has reported numerous benefits since the introduction of the Vertera 6G in its new branches. Previously, each staff member used to spend, on average, 46 minutes per day counting/sorting notes and start/end of day balancing procedures.

By using the Vertera 6G to perform these tasks, this time has been reduced to 19 minutes. Transaction speeds have also greatly improved, with a standard withdrawal transaction now taking 50% less time. Overall BOQ estimates it now saves 15 branch hours per week (based on a 3 staff branch). With this time saving, the Vertera 6G has enabled staff to increase the time spent with their customers.

Bank staff and customers alike welcome the new technology, both reporting a better sense of personal security. Bank staff have also commented on the fact that it is now easier to engage with existing and potential customers, without the barriers between them, which the design of the branch, enabled by the teller cash recycler, lends itself to.

Robbie Morris, Senior Manager of Corporate Transformation comments, “The Vertera 6G from Glory was central to our branch redesign. Without it, we could not have realised our strategy of closer customer engagement and streamlining branch operations. We have had a constant stream of people stopping to see the new design and then the staff van them over. Customers love being part of their transaction twice, rather than waiting on the other side of a barrier.”

The radical redesign of BOQ branches is already exceeding the expected growth targets, with more than double the deposit and lending results per refurbishment achieved.
Increasing brand presence through branch transformation

**The challenge**

With sometimes the only tangible difference between the major banking experiences being corporate colours, the opportunity for BOQ was to create a truly consumer focused banking experience. In terms of retail banking, this means putting customer needs and aspirations before the Bank’s operational requirements and desire ‘to brand’ the branch environment.

**The solution**

High value transactions in any service retail sector typically involve a more complex set of emotional needs that, if responded to well, can lead to higher value sales and increased loyalty. With a renewed focus on increasing its brand presence and awareness with customers, BOQ looked at how it could maximise and leverage the branch network, in order to achieve its goals. BOQ is also expanding in some states in Australia where it has lower brand awareness, so the emphasis on design as a customer acquisition tool in these circumstances is high. BOQ launched a branch redesign that would allow the Bank to open up the space in its branches to customers and build upon the personal service BOQ is renowned for.

To achieve this new design vision, BOQ needed to adopt a range of new and innovative technology to allow it to automate and optimise the efficiency of its retail branch processes, as well as entirely new cash handling at the teller position. BOQ had previously used security glass at teller windows, which limited the possibilities of more innovative branch designs. However, in adopting the Vertera™ 6G from Glory, BOQ was able to secure cash while opening up valuable floor space in its branches.

The new format branches now allow frontline staff to complete transactions much faster, more accurately and with far less paperwork, allowing more time to spend building relationships with customers; face-to-face or side-by-side, no longer behind a desk or glass barrier.

**Vertera 6G teller cash recycler**

The Vertera 6G teller cash recycler from Glory delivers a simple, flexible, comprehensive and integrated solution that addresses the real needs of customers and staff. Offering a unique combination of powerful features to transform customer relationships and drive profitable branch operations, the Vertera 6G represents a significant evolution in teller automation technology.

Vertera 6G is the latest in a long history of teller cash recyclers from Glory. Over the decades, our solutions have become smaller, faster, more intelligent, more flexible, more connected, and ever more capable of meeting our clients’ cash handling needs. Glory’s experience, expertise and complete system provision deliver a comprehensive, integrated, enterprise-wide solution to address many of the most pressing demands of the modern bank branch.