GLORY

A GLORY CASHINFINITY™ Case Study

Challenge
Reduce the substantial time, effort and related costs that employees spend managing cash in each of their hotels.

Solution
GLORY's CASHINFINITY cash recycling solution reduces the burden and risk of back office cash processes.

CASHINFINITY
GLORY Retail Solution

LepoRello (Wikipedia)

Staff time spent on back office tasks reduced by 22 hours per week
Marriott International, Europe

Benefits
- Cashier cash handling time reduced from 40 minutes down to 8 minutes per day
- Finance Managers are now saving in excess of 2.5 hours per day
- ROI achieved in under 2 years

Marriott® INTERNATIONAL

THE
CUSTOMER

Marriott International is the largest hotel group in the world with over 7,000 properties under 30 brands in 132 countries and territories. Innovation has always been part of the Marriott International story, especially to enhance the customer experience.

"At the Marriott International we are constantly focused on improving the experience of our guests. By implementing the CASHINFINITY™ solutions, we have been able to release more than 22 hours staff time per week from back office tasks, as well as reducing our CIT costs."

Joanna Chugh, Vice President of Finance Operations, Europe

THE
CHALLENGE

Cash processing in Marriott International's hotels was a manual and time-consuming process for the staff involved. It would take a cashier, on average, 10 minutes to prepare a float with up to 30 floats being prepared daily, across several members of staff. End-of-day tasks, such as reconciling floats, were taking approximately 30 minutes per cashier. In addition to this, the Finance Manager would carry out safe verifications taking around 45 minutes a day and the full end-of-day reconciliations taking roughly two hours.

In all, the company was committing substantial time and resources simply counting cash in each of their hotels. Marriott International needed a cash management solution that could be rolled out consistently across their group of hotels that offered the flexibility to meet variations in cash volumes between properties and would result in employees spending significantly less time managing cash.

THE SOLUTION

To meet the varying needs across their portfolio of hotels, Marriott International selected GLORY's CASHINFINITY range of back office cash recycling solutions. CASHINFINITY offers the flexibility to choose the best solution for each hotel based on size and volume of cash received. Handling both notes and coins, the cash recyclers automate float dispense, end-of-day reconciliation and deposit preparation for CIT collections as well as detailed audit trails via the CI-server software.

The solution offered improved security with large denomination notes stored within the safe while allowing for lower denomination notes and coins to be recycled, reducing the number of CIT visits and associated costs. The CI-100B stores up to 3,500 notes and the CI-50B up to 2,400 respectively.

Both the CI-100 and CI-50 solutions also count, authenticate and recycle multiple currencies which was a further benefit to Marriott International given the global nature of their customer base.

To date more than 60 CI-100 note and coin cash recycling solutions have been installed across Marriott International hotels in the UK and Europe. Including the brands; Sheraton, Renaissance, Ritz Carlton, St Regis and The W.

THE BENEFITS

The CASHINFINITY solutions have had an immediate, measurable impact on efficiency within the Marriott International hotels releasing more time to focus on higher value activities such as the guest experience:

- Cashier cash handling time reduced from 40 minutes down to 8 minutes per day
- Finance Managers are now saving in excess of 2.5 hours per day
- Reduced CIT visits
- Significantly less time spent on rectifying cash discrepancies
- Intuitive user interface resulting in fast staff adoption
- Ease of implementation and rapid deployment has meant little interruption to the business

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