

CASE STUDY

ONE THIRD FEWER COSTS

With an intelligent cash cycle management solution, Sparkasse Gütersloh-Rietberg (Gütersloh-Rietberg Savings Bank) was able to significantly lower costs at its Harsewinkel branch.

The Westphalian city of Harsewinkel, with a population of 24,000, is best known as the head-quarters of Claas, a leading manufacturer of harvesting equipment. But it is also where nearby Gütersloh-Rietberg Savings Bank operates a busy local branch. "Filling stations, supermarkets, cafes and all types of retailers deposit their proceeds daily with us," says Karsten Schönwälder, head of IT at Gütersloh-Rietberg Savings Bank, which operates the Harsewinkel branch. The ATMs in the branch's self-service zone were used so intensively that the bank had to dispatch a transit security team five days a week to replenish the cash dispensers. "We chose this particular branch for our cash optimization

pilot so that we could reduce the number of trips by the external security transport company," adds Schönwälder.

In 2012, the savings bank replaced 11 ATMs with Diebold Nixdorf's innovative cash recyclers, laying the groundwork for later cash optimization. "We purchased cash recycling technology that offered considerably more options than we needed at the time in a move we viewed as a secure long-term investment," recalls Schönwälder. Thanks to the identical cassette technology in all its systems, the financial institution established the basis for future cash optimization.



SPARKASSE GÜTERSLOH-RIETBERG

One of the largest financial institutions in Gütersloh-Rietberg County

Headquarters: Gütersloh-Rietberg

Total assets: € 2,390 million*

Employees: 488*

Locations: 22*

Systems: 115

Portfolio: hardware, software

(* Last update: 1/1/2017)

SCOPE OF SERVICES

CCMS, systems, software

- Provision and installation of cash recycling systems (CS4060 4+4) and ATMs
- Implementation of an optimized cash cycle in the branch with the help of cash cycle management solutions
- Integration of all solutions by Professional Services

WHY DIEBOLD NIXDORF

Success and benefits for Sparkasse Gütersloh-Rietberg

- More than 30% savings in process costs by lowering expenses for the cash-in-transit company
- Improved cash processes within the branch by implementing an optimized cash cycle
- Creation of a basis for future cash optimization thanks to systems equipped with identical cassette technology
- Increased availability of cash systems through optimal cash replenishment

“Thanks to the cash cycle management solutions of Diebold Nixdorf, we could optimize our cash processes and thus lower the process costs in our Harsewinkel branch by 30%.”

In September 2014, Gütersloh-Rietberg Savings Bank took the next step and launched a pilot project to optimize cash management with the help of Diebold Nixdorf’s cash cycle management solutions. Within two months, the bank was able to optimize cash replenishment in its ATMs. It also became clear to the bank that the money saved on security transport services would not be eaten up by more personnel costs. “We were concerned about that possibility,” explains Schönwälder. “While on the one hand time-consuming processes were accelerated, new ones were added.”

CONTINUOUS IMPROVEMENT

There was a learning curve during the pilot phase and the parameters were continuously adjusted. “In the beginning, our goal was to open the cassettes as little as possible,” says Natalia Mense, a colleague of Schönwälder’s. With a mix of cassette replacement and targeted replenishment the bank realized the most effective optimization.

Employees today use a newly installed docking station that allows all cassettes with the exception of the three ATMs and the two 8-cassette cash recyclers to be emptied and replenished in a controlled manner. All machines use identical, intelligent cassettes that automatically report cash stocks. In another step to increase efficiency, Diebold Nixdorf collaborated with the savings bank to develop a software application that calculates the optimal times for replacing cassettes with the optimal amount of cash. Based on cash inventories determined every morning before branch opening hours, the program makes a replenishment and cassette replacement recommendation for every individual cassette. The recommendation also takes into account historical values, such as seasons, end-of-the-month paydays and holidays. Today, the software surpasses any dispatcher in projecting cash requirements for up to five days. “We now skillfully and consistently make full use of existing cash inventories,” says Mense. The data is presented in such a way that employees know exactly which cassettes need to be replaced and in which they need to manually replace banknotes in certain denominations, and which cassettes they should not exchange.

“We are very satisfied with our decision for Diebold Nixdorf’s cash cycle management solutions.”



Karsten Schönwälder
Head of IT at Gütersloh Rietberg Savings Bank
and Natalia Mense

ONE THIRD COST SAVINGS

Through optimized cash management, Gütersloh-Rietberg Savings Bank has reduced the number of security transport trips from five to two or three per week. “We have been able to reduce costs by one third as a result of fewer trips,” says Schönwälder. Employees are also proud to have been involved in the project from the very start and work in the first branch to have introduced the groundbreaking cash management solution. “The new processes are easily learned, and the employees have no interest in returning to the former procedures,” says Mense.

ACCOUNTING CONCERNS RESOLVED

The physical counting of cash by hand takes place every 90 days. The numbers from this process are compared with the registered sums. “At first, the accounting department was concerned about unusual payment transactions, making the search and analysis of the differences impossible or least very difficult,” recalls Mense. “Since the start of the pilot project, we have had zero differences between the actual existing cash position and the booked account.” Erroneous transactions are analyzed daily so that amounts retracted but already charged are promptly assigned to a specific process and are corrected. Schönwälder is considering expanding the well functioning in-branch cash recycling solution to other branches. “We will first test the cash cycle management solution in another branch,” he says. In the long term, Schönwälder can imagine cross-branch exchange of cassettes and an optimized cash management within the entire bank. “We are very satisfied with our decision for Diebold Nixdorf’s cash cycle management solutions,” he adds.