

WINCOR NIXDORF PERSPECTIVE

Revolutionising the cash cycle

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Cash handling is extremely expensive. It costs European companies more than €50 billion a year, and worldwide annual cash handling costs total more than \$300 billion. Most of the costs occur in the front-end, where the single highest cost driver is personnel, accounting for 72% of costs in retail stores and 61% in banks.

It is evident that the industry needs streamlining through hardware, software and services that provide cost-optimised, transparent and secure cash-handling processes. To this end, Wincor Nixdorf has developed new concepts for improving cash handling across the financial institution and even between the banking and retail industries, which enable banks and retailers to fully optimise their cash-handling processes.

Branch cash handling optimisation

There is no question that cash handling in branch operations can be further streamlined. For example, there is room for complete automation of cash replenishment and removal processes in checkout zones, including cash recycling. Moreover, efficient consolidation of cash receipts can eliminate labour-intensive processes such as counting banknotes. These can lead to significant savings in time and money, in addition to maximising security.

To address all of these issues, Wincor Nixdorf developed its new Cash Cycle Management Solutions and its core element: the next-generation CINEO (Cash Intelligence – NEO) hardware system. As well as optimising front-end operations, this platform significantly improves cash handling within bank branches. The system's new banknote storage concept with the intelligent E2E cassettes allow cash to be exchanged between individual cash points for the first time and thus within the branch's own cash cycle. Cash deposited into ATS systems at the counter can be used to replenish ATMs.

All CINEO systems use the same banknote processing technology. The systems are equipped with new storage media based on a uniform standard. The storage media can thus be used across the system family and throughout the cash cycle for both deposits and withdrawals. An intelligent memory chip in the banknote storage unit stores information about the level of cash inside and where and when the unit has been used and opened.

The components of this versatile system can be used by banks and retail companies alike, with a product family consisting of ATMs, cash recycling systems, automatic teller safes (ATS) and other self-service terminals as well as systems that automate checkout processes such as self-service checkouts and payment terminals.



Cross-sector optimisation

Retailers and retail banks are closely linked by cash. Approximately 90% of retail companies deposit their daily cash receipts and pick up change at their local banks. This fact suggests an important area for optimisation: the management of the cash flow between the banking and retail industries.

Wincor Nixdorf has therefore developed a new Inter-Business Cycle approach that enables easy and secure cash handling between retailers and banks, and which helps lower costs for each group. Cash need not be removed to cash centres and then transported to the central bank. Instead, banks can replenish their cash points directly with full E2E banknote storage cassettes from retail stores (see diagram). As a next step, cash-in-transit (CIT) companies and cash centres can be integrated.

Wincor Nixdorf's Cash Cycle Management Solutions Base comprises a software spectrum with modules for controlling and optimising the cash processes in bank branches and stores, but also for managing the complete cash supply chain – from the branch or store to the central bank.

The software allows banks and retail companies to assume the management of their cash processes themselves and integrate their own processes across the two industries. At the same time, they are able to take advantage of the vendor's expertise in bundled software for those sectors.

A complete and integrated solution

All functionalities of the Cash Cycle Management Solutions Base are also part of the Wincor Nixdorf eServices Platform, which serves as the basis for its IT operation and cash cycle management services. Banks and retailers can thus hand over complete control of their cash processes and IT management to Wincor Nixdorf's service organisation. They benefit from the know-how of the company's specialists, economies of scale and an international organisation that ensures uniform IT services management standards worldwide via the eServices Platform. Customers can concentrate on their core business and use the resources they have saved for investments in future innovations. The advantages are clear and simple: complete transparency of cash and IT processes at an optimal cost. ■

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Cash Cycle Management Solutions

The revolution in cash handling

Unique, innovative, groundbreaking: Cash Cycle Management Solutions from Wincor Nixdorf enable cost reductions, maximum security, best possible transparency and optimum processes.

