



Core Business:  
National Art Gallery

Number of Employees:  
280

Number of offices/stores  
globally:  
8 till points across 4 locations

Average annual footfall:  
2 million visitors per year

## Success Through Increased Speed

### Situation Before Installation

The staff within Retail, Visitor Services and Finance at National Portrait Gallery were initially counting and reconciling cash manually across 3 locations within the gallery. They found this to be a very time-consuming and costly exercise, with a considerable amount of staff time being dedicated to the back office cash management processes. They felt, like many other retail service operations that their staff could be spending more time on greater value added tasks.



RCS-400 with SDM-504S

“ SUZOHAPP were very flexible in their approach to our situation... ”

### Solution

To tackle the inefficiencies of their cash management processes, the team at the Gallery worked closely with SUZOHAPP to devise the most effective solution. Following a demonstration of the CashComplete Retail Cash System at a retail exhibition, they were impressed by both the speed at which till floats could be provided and the depositing of notes and coin, together with a detailed reporting and audit trail. After analysing the benefits of implementing these solutions, National Portrait Gallery decided to purchase an RCS-400 2.0 recycling solution configured with an SDM-504S note unit, allowing them to achieve maximum speed and capacity within their cash handling function.

The RCS-400 2.0, a heavy duty coin recycler, offers a recycling capacity of up to 16,000 coins for 8 denominations, allowing total automation of back office operations, whilst the SDM-504S is a smart note deposit and recycle device, with a storage capacity of up to 5,000 notes.

When making a decision on the best value solution for their needs, National Portrait Gallery favoured these CashComplete solutions, as SUZOHAPP clearly demonstrated the benefits that were outlined in their internal business case.

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“ ...they worked actively with us to find the right solution. ”

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## Results

National Portrait Gallery have found that their cash processes are now faster and much more secure. The combination of RCS-400 2.0 and SDM-504S allows the user to issue floats automatically in seconds, whilst change runs are simple and fewer cash collections are now required, adding an extra cost saving.

With cash handling now taking up significantly less staff time, staff can be redeployed to other more value added tasks. In addition, the number of discrepancies has been reduced, and the Gallery haven't had to order in any change since installation.

## Summary

- Increase back office efficiency
- Dedicate more time to customers
- Save time and money on cash processing

