



Core Business:  
Leisure & Tourism

Number of Employees:  
85

Number of offices/stores  
globally:  
One location

## Streamlining Cash Handling

SUZOHAPP worked with Bournemouth Seafront, part of Bournemouth Borough Council, to improve their day to day cash processing with a rapid and significant return on investment.

### Situation before installation

Bournemouth Seafront spans seven miles with amusements, deck chair rental, land trains, beach hut hire and more. Cash is collected every day during peak season and every few days during the Winter. All the cash was collected by two members of staff and brought back to the office where it was counted and reconciled manually. These processes were cumbersome and time consuming, there was also a lack of accountability and the



CashComplete RCS-800 with AST 7000 NT

“ We have made a significant saving on staff and... ”

costs of the cash operation were high. Bournemouth began looking at different solutions to improve their cash processing and also spoke to other operators implementing SUZOHAPP solutions to get first hand information on how their processes had been improved.

## Solution

The CashComplete retail system met all Bournemouth Seafront's requirements. The RCS-800, for coin deposit and recycling, integrated with the AST 7000 NT smart safe for bank note deposit and recycling. This system completely automates their cash handling providing automatic counting of the day's takings and dispenses daily floats. Bournemouth Seafront also implemented the CashComplete software, the secure centralised platform for remote monitoring, receives information on transactions, machine content, operational status and events to provide extensive reporting.

## Results

Through implementing this solution they have now gained a return on investment after just one year, saving on staff costs and streamlining their processing. Cash office staff now spend most of their time reconciling rather than counting. Floats are more flexible and the automation of change facilities has proved very handy. In the off peak season they are now able to close the cash office for small periods of time as the machine can

“

...streamlined our cash processing

”

service the needs of the business and therefore save staff accruing lots of time and the associated costs with that.

## Service and Future

Bournemouth Seafront were more than happy with the service and excellent product knowledge provided by SUZOHAPP. Support is provided through an ongoing service agreement and Bournemouth seafront would happily work with SUZOHAPP again for any future cash processing requirements.



Fast & Accurate processing of daily takings with RCS-800

## Summary

- Automated cash processing
- Extensive reporting now available
- Save time and money on cash processing