



Core Business:  
Hospitality

Number of Employees:  
500+

Number of offices/stores  
globally:  
One location

The Savoy is a 5 star  
World Famous Hotel in  
the heart of London

## Transform Your Cash Handling

### Situation Before Installation

The Savoy Hotel had 35-40 float holders a day. Cash processing was handled manually and was a cumbersome process for the high number of staff involved. Float counts and dealing with shortages and overages in cash drops and actual floats were very challenging to maintain on a consistent basis. A lot of valuable staff time was spent manually counting notes and coins.



RCS-400 with SDM-504S

“ We have achieved efficiencies at all levels... ”

### Solution

After consultations with SUZOHAPP and discussing their specific requirements in detail, The CashComplete™ RCS-400 2.0 coin unit with a SDM-504 note unit was an ideal solution to overcome their challenges. The capability to accept multiple currencies in one smart and secure deposit system was particularly appealing to The Savoy, as well as the 5,000 notes storage capacity of the SDM-504. This CashComplete™ solution is a powerful automator for back office operations. It completely automates their float creation, the reconciliation process and provides detailed audit trails.

## Results

The Savoy have achieved efficiencies at all levels since implementing this new cash management solution. From all float users saving time in counting and creating their floats at the beginning of their shifts, to their end of shift reconciliation which is now done by simply depositing everything into the CashComplete™ solution. With secure, fast and accurate processing, counterfeit notes are also detected and rejected increasing accuracy. The recycling functionality helps use all smaller coins and notes for daily transactions and allows The Savoy to separate the high denomination notes to a heat sealed bag for secure cash drops which are sent to the bank.

“ ...with secure, fast and accurate cash processing. ”

The connection to the CashComplete™ Connect management software also means the Finance team have greater transparency to see, at any point in time what floats have been dispensed and what amount of cash is being held within the unit. Working with SUZOHAPP has completely transformed their cash handling.



## Service and Future

The service provided by SUZOHAPP was prompt and all issues were addressed in a timely and appropriate manor. SUZOHAPP continue to support The Savoy through ongoing maintenance contracts. The Savoy would happily work with SUZOHAPP again for future cash management solutions .



## Summary

- Automated till float creation
- Greater transparency for the Finance team
- Handle Multiple currencies in one system