A NEXT SUCCESS STORY

HOW THE SPHINX HOTEL STRENGTHENED CASH SECURITY & SAVED 10+ HOURS PER WEEK

ABOUT THE VENUE:

The Sphinx Hotel is a popular entertainment venue and attraction in Geelong, with a reputation for hospitality, gaming, dining, and live entertainment.

As a high-traffic venue handling large volumes of cash daily, the management team wanted a more secure and efficient way to manage cash across all departments.

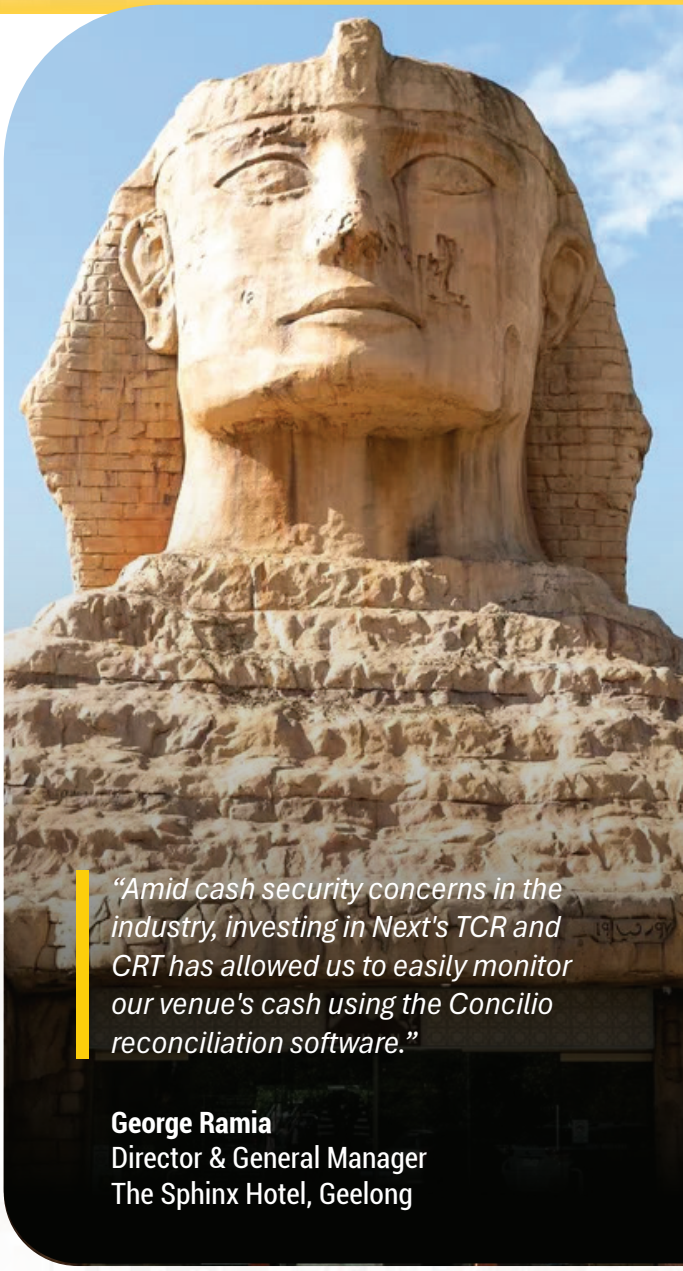
THE CHALLENGE:

Reliance on Manual Cash Counting & Reconciliation

Before adopting Next Payments' solutions, cash counting and management was done manually, requiring significant staff time and presenting typical industry challenges:

- Labour intensive end-of-day cash counting
- Exposure to cash security risks
- Reliance on manual float preparation and reconciliation
- Limited visibility across all cash touchpoints

With rising costs and security concerns, the venue needed a secure and automated solution that delivered complete visibility.



> *"Amid cash security concerns in the industry, investing in Next's TCR and CRT has allowed us to easily monitor our venue's cash using the Concilio reconciliation software."*

George Ramia
Director & General Manager
The Sphinx Hotel, Geelong

THE SOLUTION:

A Fully Integrated Cash Management System

To simplify the way cash was handled across the venue, The Sphinx Hotel installed the Cash Recycler (TCR), Cash Redemption Terminal (CRT), Cash Xpress (CXP) and Concilio software.

Streamlining multiple cash touchpoints across the venue with an integrated product suite provided greater peace of mind as well as enhanced efficiencies.

How The System Works at The Sphinx Hotel

At the end of each trading day, staff place cash from all tills, CRTs, and the Cash Xpress into the TCR, which is securely installed out of public view in the office.

The TCR automatically counts, stores, and reconciles the cash, with daily settlements prepared and any discrepancies being identified. This data is all securely stored in Concilio, giving the venue transparent oversight of all cash operations, reducing errors and increasing accountability.

> *"I can attest to the peace of mind that the Next Payments' Cash Recycler (TCR), CRT and EFTPOS Cash-Out device (Cash Xpress) provide us with at our venue."*

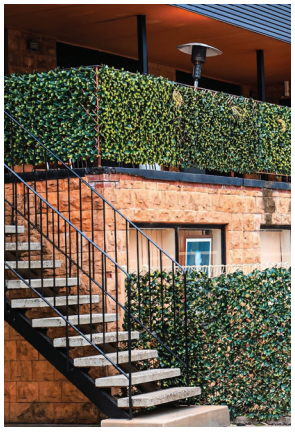
THE RESULTS:

Stronger Security & Measurable Efficiency Gains

Since implementing Next Payments' cash management solutions, The Sphinx Hotel has streamlined its cash handling processes and strengthened security across the venue. By centralising cash into one system and reducing manual handling, the team now operates with greater consistency and control day-to-day.

Key Outcomes

- 10+ hours saved per week in cash handling and reconciliation
- No incidents of unauthorised access, theft, or shrinkage over 8 years
- Fully centralised cash storage
- Faster end-of-day processing with automated counting and settlements
- Improved accuracy in cash reconciliation and float management





> *"Using Next Payments' TCR has saved us more than 10 hours weekly in cash handling duties, therefore increasing productivity, accuracy in cash counting, and other labour efficiencies. Our staff can now focus more on front-of-house duties, delivering better experiences to our patrons."*

THE IMPACT:



Total Peace of Mind & Operational Confidence

With Next Payments' cash management solutions in place, The Sphinx Hotel now operates with a much higher level of confidence and consistency when it comes to handling cash. Processes that were once manual and time-consuming are now streamlined and reliable, giving the team greater visibility and control across the venue.

> *"Their 24/7 support is exceptional, ensuring our staff are confident in using the TCR, CRT and CXP. Being an Australian-based company with a 24/7 support team, field technicians, and friendly staff, our team always feel supported with Next Payments."*

This has not only reduced risk but also allowed staff to focus more on customer-facing responsibilities, supporting a smoother overall operation.

> *"I wholeheartedly recommend Next Payments' cash management solutions to like-minded gaming venues. The peace of mind, enhanced security, and efficiencies that their products offer make choosing Next Payments a no-brainer."*

ABOUT NEXT PAYMENTS' CASH MANAGEMENT SOLUTIONS

Next Payments delivers secure, efficient, and scalable cash handling solutions, purpose-built for hospitality and gaming venues. Designed to reduce unnecessary labour costs, improve accuracy, and enhance venue security, our cash management suite integrates seamlessly into daily operations.



Explore Next Payments' cash management solutions at nextpayments.com.au