

Optimizing Cash Forecasting and Supply Chain: Driving Eight-Figure Savings for a Top 10 U.S. Bank

CHALLENGE

A leading Top 10 U.S. bank faced significant challenges with its cash ordering and forecasting processes. Their existing solution required frequent manual intervention—with approximately 40% of cash orders manually overridden—which led to inefficiencies in cash availability and increased costs. This manual approach risked becoming even more problematic as the bank anticipated growing deposit volumes and the future implementation of cash recyclers. Additionally, the bank struggled with fragmented cash operations, including armored transport and other vendor management, due to siloed processes across the cash supply chain. These challenges underscored the need for a future-proof, streamlined cash management solution.

SOLUTION

CMS Analytics partnered with the bank to design and implement a comprehensive cash optimization solution tailored to their distinct needs. This solution featured advanced forecasting models covering three critical channels: ATM, retail branches, and vault operations. By integrating these models into a cohesive, automated, and data-driven supply chain management process, CMS replaced the bank's manual, siloed workflows with a consistent and transparent system. This holistic approach facilitated better coordination of armored transport and various cash vendors while enhancing overall operational efficiency.

RESULTS

The client experienced significant benefits from the transformation:

- ✓ Achieved greater transparency across the entire cash supply chain, enabling informed decision-making.
- ✓ Realized eight-figure cost savings through improved cash forecasting and optimized ordering.
- ✓ Streamlined and optimized the cash ordering process, reducing reliance on manual overrides.
- ✓ Strengthened vendor management with standardized processes, improving service delivery and accountability.