

Getting back to business after being burned

West Coast cannabis retailer Grupo Flor restores its faith in cash recycler technology.



Paragon 4



THE CHALLENGE

Even in business, money is a touchy subject, especially if your cash management solution isn't a smooth operation. And when your industry deals with a large volume of cash transactions daily, you can't afford too many setbacks.

That's the situation California-based cannabis retailer Grupo Flor faced when its cash recycler provider at the time left them high and dry. Problem after problem, from mechanical failures to unhelpful customer service, pushed Kasra "Kaz" Ajir, Secretary of Grupo Flor, to the edge. The situation escalated so much that he considered enrolling in the provider's own technical training program, thinking he could fix the machines himself. The Grupo Flor team had had enough.

THE SOLUTION

After breaking up with their old provider, Grupo Flor needed a fresh start, but they were hesitant to integrate similar technology after the previous solution didn't satisfy expectations for basic service-level agreements (SLAs).

Naturally, Ajir and his team had their doubts when Revolution approached them with a better solution. Being familiar with the core benefits of cash recyclers (i.e., labor savings, accuracy, etc.) meant having an extra need for reliability.

"REVOLUTION HAS EXCEEDED MY EXPECTATIONS IN EVERY WAY AND CONTINUES TO PROVIDE THE BEST CASH RECYCLING SOLUTION AND SERVICE IN THE INDUSTRY."

**Kasra "Kaz" Ajir
Secretary of Grupo Flor**

But after learning about Revolution's 24-hour online monitoring and call center and strong recommendations from other top cannabis retailers like Kaliva and Planet 13, Ajir felt his business would be in better hands—especially with multiple levels of service and embedded training guides. In case problems couldn't be resolved by the call center, he appreciated the additional peace of mind from technicians who could be dispatched quickly.

THE RESULTS

From installation to training to service, Ajir said everything Revolution promised came to fruition. The service quality far outshined the competition, especially the incredible ability to diagnose and troubleshoot most issues remotely.

“Revolution has exceeded my expectations in every way and continues to provide the best cash recycling solution and service in the industry,” he said.

90% OF TECHNICAL PROBLEMS SOLVED REMOTELY

CONCLUSION

Revolution cash recycling solutions help retailers to:



Simplify installation and training



Get fast and reliable SLA troubleshooting via a 24-hour call center



Access embedded training materials and videos



Receive on-site support from technicians within four hours

ABOUT



Since 2015, Grupo Flor has paved the way in the California cannabis industry with a suite of four retail locations, five consumer brands, the largest in-house distribution center in the state, a state-of-the-art manufacturing facility, and first-hand access to the best cultivators in the industry. Their mission is to create exciting cannabis experiences for everyone and empower communities with economic opportunities.

Revolution Retail Systems

Revolution Retail Systems is a Texas-based company with years of experience delivering cash management technologies for retail and business. As a leading innovator of cash automation technology, Revolution currently supports some of the world's largest retailers. And with over 13,000 cash recyclers deployed in North America, they are not only transforming the way retailers handle cash but are rapidly growing their business base.