



INSIGHT CASH

The case for cage and vault digitization

Casinos have invested heavily in guest-facing technology, while many cage and vault teams still rely on paper, spreadsheets, and manual reconciliation. This paper examines the operational cost of those processes and how to evaluate a more connected approach.

EXECUTIVE SUMMARY

Casino technology advanced faster than cage and vault operations

Over the past two decades, you have modernized almost every guest-facing system on the property. Slot floors run on sophisticated management systems, loyalty programs track player value in real time, and marketing can segment an audience in minutes. Yet many cage and vault operations still rely on paper slips, spreadsheets, and manual reconciliation to manage critical financial activity.

That gap is not a small one. Cage, vault, and revenue audit sit at the financial center of the property. Every drop, fill, tip, and chip transaction must be recorded, verified, and reconciled. When those steps are manual, teams spend more time processing information, resolving errors, and documenting compliance. The full cost can be difficult to quantify, because it is spread across dozens of shifts, hundreds of forms, and thousands of small tasks that no single report adds up.

This paper helps cage, audit, and finance leaders evaluate their current operation, understand the measurable cost of manual processes, and build a business case for a more connected approach.

60% Reduction in daily audit workload reported by casinos automating cage and audit	96% Fewer manual bank machine tasks after digitizing workflows	50% Reported reduction in fraud losses where variance monitoring is continuous	350+ Casinos worldwide operating on Casino Insight
---	--	--	--

Results reported by individual casinos using the Casino Insight platform. Outcomes vary by property.

SECTION 01

Casino operations grew. So did the back-office work behind them.

The casino of today looks very different from the casino of fifteen years ago. Guests expect faster service, connected rewards, and more digital options across the property. To meet that expectation, operators invested heavily in the systems that touch the guest: player tracking, kiosks, table management, hospitality, and other guest-facing systems. The result is a floor that generates a continuous stream of data.

Behind that floor sits a back office that often did not change at the same pace. Many cage and vault workflows were built when properties had fewer systems, revenue centers, and transaction types. As operations expanded, the manual work expanded with them. More slips to file. More spreadsheets to reconcile. More handoffs between shifts. More places for a number to be entered twice or not at all.

Many properties rely on connected systems across the casino floor while cage and vault teams still reconcile critical financial activity through paper and spreadsheets.

The same tools that expanded the floor also multiplied the volume and complexity of what the cage has to account for. A property connected to dozens of source systems has dozens of places its financial data can diverge, and a manual back office has limited means to keep them aligned. These processes were built for a smaller operation than the one they support today.

The pressure on manual processes is increasing

Margins are under pressure. Experienced cage and audit employees can be difficult to hire and retain, while regulators and internal teams expect stronger documentation and control. Each of these pressures lands on the cage and vault. A process that was inefficient a decade ago is now a constraint on the business: it consumes labor that is hard to replace, slows the decisions leadership needs to make, and leaves risk that is difficult to see.

SECTION 02

What manual cage and vault processes cost

When a cage runs on paper and spreadsheets, the cost rarely shows up as a single line item. It sits inside routine work that has become normal. Breaking those costs into measurable categories makes it easier to evaluate the operation and build a business case.

Skilled time spent on manual processing

Manual drops, fills, tip reconciliation, and revenue audit consume hours of skilled staff time every day. That leaves less time for investigation, analysis, staff development, and process improvement. Across a year, the total is substantial: one audit team reclaimed more than 400 staff hours per month after replacing manual processes, and a large multi-property enterprise freed the equivalent of 15 full-time roles across cage, vault, and audit.

Errors and the reconciliation burden they create

Each manual entry creates another opportunity for a transposed number, a missing slip, or an incomplete record. The errors themselves are a problem, but the larger cost is the reconciliation work required to find and correct them. Without one consistent record, teams spend significant time confirming that records match before the information can be used confidently, and some discrepancies are not caught at all.

Fraud and compliance exposure

Cash operations carry inherent exposure. When variance tracking is manual and periodic, the time between an irregularity and its discovery can be long. Longer detection periods can increase financial exposure and make investigation more difficult. Manual processes also make it harder to demonstrate the internal controls regulators and gaming commissions expect. Casinos using continuous variance monitoring have reported roughly half the fraud losses of those relying on periodic review.

Slower closeouts and their effect on service

Manual reconciliation slows shift closeouts for cashiers and bankers and can create vault bottlenecks. Delays in reconciliation and closeout can also affect cashier availability and guest wait times.

Delayed information limits decision-making

When reporting is delayed, leaders may be making staffing, promotional, and operational decisions using incomplete or outdated information. By the time the numbers are complete, the opportunity to act on them has often narrowed.

WHAT THE NUMBERS ADD UP TO

CCT client results have included estimated annual savings ranging from approximately \$372,000 to \$576,000. One property reported \$1.3 million in savings over three years.

Those figures come from fewer full-time roles tied up in manual work, less overtime, reduced fraud exposure, and the elimination of paper and storage costs. These estimates do not include the potential value of faster reporting or improved operational decisions.

SECTION 03

Why the status quo persists

If the costs are this significant, why do so many properties still run the cage on paper? In most cases, manual processes remain because they are familiar, deeply embedded, and difficult to evaluate as a whole.

- **The cost is spread across the operation.** Because manual work is distributed across shifts, departments, and forms, no single report totals it, which makes it easy to underestimate.
- **The process still produces an end result.** The books balance, the audit is completed, and the shift closes. The extra effort required to reach that point can become accepted as part of the job.
- **Key workflows depend on employee knowledge.** When procedures differ by property or by person and are not consistently documented in a system, change carries more perceived risk.
- **The scope of change can be difficult to assess.** Replacing a core financial process appears substantial, so it is deferred while more immediate issues take priority.

Experienced teams often develop effective workarounds that keep the operation moving. Those workarounds can also make the underlying labor, inconsistency, and risk harder to see.

Strong teams can keep a manual process working for years. That does not mean the process is using their time well.

SECTION 04

What cage & vault digitization actually means

Digitization goes beyond scanning documents or storing spreadsheets online. It connects the full workflow so information is captured once, at the source, and shared across systems.

A connected operation includes four elements, which is what Insight Cash, the cage, vault, and revenue audit module of Casino Insight, was built to provide.

One connected system

Drops, fills, tips, chip management, and audit run through a single workflow instead of separate slips and files. A transaction entered once is available everywhere it is relevant, reducing duplicate entry and reconciliation.

Integration with what you already run

The cage does not operate in isolation. A connected operation links to table games, slots, kiosks, loyalty, and sportsbook so financial data stays consistent regardless of vendor. Casino Insight integrates with more than 130 casino management, hospitality, gaming, and financial systems.

A paperless path to the general ledger

Every transaction is logged, time stamped, and retrievable, and journal-entry data flows from the cage through audit into the general ledger without being re-keyed. The same data the cashier records is the data finance relies on.

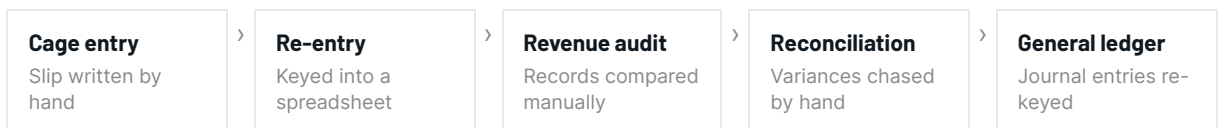
Real-time visibility and variance monitoring

Rather than surfacing during a periodic audit, variances are visible as they occur. That shortens detection time, supports internal controls, and gives leadership confidence the numbers are current.

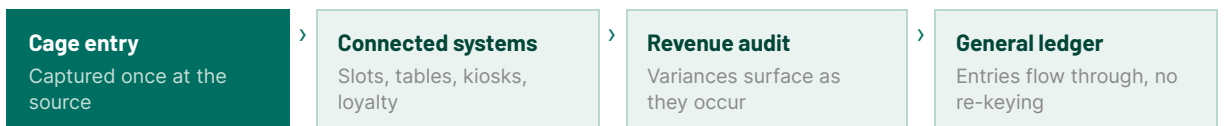
FIGURE 1

Where the work goes: a manual path compared with a connected one

MANUAL PROCESS



CONNECTED PROCESS



Assessing your current operation

A current-state assessment helps teams identify the most important gaps and set realistic priorities. The stages below describe how most cage and vault operations progress. Few properties sit cleanly in one stage, but most will recognize where their work sits today.

01

Manual

Paper slips and spreadsheets. Data is re-entered by hand across systems, reconciliation is continuous, and records are held in more than one place. Visibility is retrospective and depends on who completed the work.

02

Partially digitized

Some tasks are handled in software, but the tools are not connected. Manual handoffs between them remain, so the reconciliation workload and error risk largely stay in place.

03

Connected

Cage, vault, and audit run on one integrated system that connects to source systems across the property, which is the stage Insight Cash is designed to support. Transactions are entered once, flow through to the general ledger, and variances are visible as they occur.

04

Proactive

With connected, reliable data in place, teams can begin using forecasting and automated recommendations to plan ahead. One example is forecasting kiosk cash needs based on transaction history.

What to evaluate in a solution

DIMENSION	THE QUESTION TO ASK	WHAT TO LOOK FOR
Integration	Does it connect to the systems we already run?	Keeps data consistent across systems and reduces manual reconciliation.
Single entry	Is a transaction captured once and used through to the general ledger?	Repeated entry adds work and increases the risk of error.
Controls	Does it monitor variance continuously?	Faster detection supports investigation, controls, and compliance documentation.
Configurability	Can it adapt to our regulations and workflows?	Supports property-specific rules, approvals, and operating procedures.
Measurable ROI	Can we quantify the labor and risk it removes?	Labor, overtime, paper, storage, and risk reduction should be measurable. CCT helps estimate this before implementation.
Support	Do we get onboarding and ongoing training?	Implementation, training, and support all affect long-term adoption.

Results from connected operations

The results below come from casinos that moved from manual processes to a connected cage, vault, and revenue audit operation on the Casino Insight platform. These results are not guarantees, but they provide useful benchmarks for evaluating potential impact.

A large multi-property enterprise standardizes 23 sites

A tribal gaming enterprise operating 23 properties, ranging from small locations to resorts with several thousand machines, replaced heavily manual, paper-driven revenue audit and tip management with standardized digital workflows. The operation cut daily audit completion hours by 40 percent, reduced audit exceptions by 80 percent, freed the equivalent of 15 full-time roles, and saved more than \$300,000 a year simply by eliminating paper. The change also gave the organization a consistent workflow across all 23 properties and a more reliable view of performance.

40% Fewer daily audit completion hours at this 23-property enterprise	80% Fewer audit exceptions	15 FTE Freed across cage, vault, and audit	\$300K+ Saved annually by going paperless
---	--------------------------------------	--	---

A high-volume resort reduces reactive kiosk fills

Connected operational data can also support more proactive planning. At a 24/7 resort with more than 2,000 gaming machines, kiosk cash management relied on manual monitoring, staff experience, and frequent trips to the floor. By applying a forecasting model to the property's own transaction history, the team planned fills before a kiosk was expected to need cash. Grave-shift fill trips dropped by 33 percent within the first week.

Results vary based on property size, staffing, transaction volume, and starting processes. Across these examples, the most consistent improvements were reduced manual work, faster exception handling, and better visibility for leadership.

Building the case inside your property

Building an internal case starts with documenting the current workload, cost, and operational risk in terms leadership can evaluate. Much of that information is already available in your own operation.

Gather the numbers that make the cost visible

- ☐ Weekly staff hours spent on manual drops, fills, tip reconciliation, and revenue audit
- ☐ Overtime connected to shift close, month-end, and reconciliation
- ☐ Annual paper, printing, and record-storage costs
- ☐ Recent variances and exceptions, including detection and resolution time
- ☐ Time from shift close to a complete and trusted financial view

Connect the case to each stakeholder's priorities

- ☐ **For a CFO:** labor and overtime, financial exposure, auditable controls, and expected payback.
- ☐ **For a General Manager:** faster closeouts, more available staff, consistent processes, and visibility across properties.
- ☐ **For audit and compliance leaders:** timely variance detection, traceable records, and stronger documentation of internal controls.

Anticipate the objections

Implementation concerns

Address these with a clear project plan, defined responsibilities, training, and support. The current process should also be evaluated honestly, including recurring labor, delayed variance detection, and reliance on manual records.

Cost concerns

When expected savings are documented, leadership can compare the cost of the solution with the ongoing cost of the current process.

A strong internal case focuses on what the team could accomplish with less manual work, more consistent controls, and faster access to information.

CONCLUSION

A connected foundation for cage and vault operations

Casinos have invested in nearly every system that touches the guest. The cage and vault, where every dollar on the property is ultimately accounted for, is often among the last areas to be updated, and it may offer a meaningful opportunity to reduce manual work, strengthen controls, and improve financial visibility. Digitization gives skilled cage, vault, and audit teams a connected workflow in which transactions are captured once, variances surface sooner, and leadership has access to more current information.

CCT customers often describe the impact in terms of reclaimed time, lower risk, more consistent operations, and greater confidence in the numbers. The result is less time spent chasing information and more confidence in how cash activity is recorded, reviewed, and reported.



The platform casinos trust

CCT is the creator of Casino Insight, the platform behind Insight Cash, Insight Analytics, and Insight Intelligence. Used by more than 350 casinos worldwide, Casino Insight replaces disconnected processes with connected workflows that improve accuracy, strengthen compliance, and reduce repetitive work. Since 2012, we have helped casinos automate cage operations, revenue audits, and operational analysis, integrating with leading casino management, hospitality, and financial systems.

See what a connected cage can do for your property.

Request a demo at cct.io

cct.io | connect@cct.io
918-794-8255 | Tulsa, Oklahoma

Figures cited in this paper reflect outcomes reported by casinos operating on the Casino Insight platform, including results published in CCT client case studies. Individual results vary by property, scale, and operational starting point. Ranges are presented as benchmarks for what digitization has delivered, not as guarantees of specific outcomes.