

# Employee Safety During Bank Opening and Asset Transfer Procedures

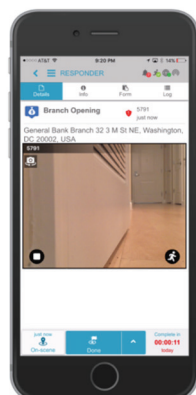
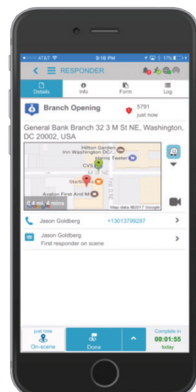
The simple act of opening a bank branch can now be made safer and more cost efficient with the use of Verint technology. With the proliferation of smart phones and the expansion of wireless networks your security organization has a unique tool to help keep employees safe during bank opening procedures or any time when bank assets and employees are physically in transit.

The solution combines two key modules of the Verint Situational Awareness Platform specifically designed to create a direct link through a mobile device between the employee and the security operations center to help enable a direct, concise method for establishing dialog the moment they need it. If something arises where the employee feels threatened the application will send critical updates to the command center in a wide variety of formats.

## Branch Opening Procedure

Here's How It Works:

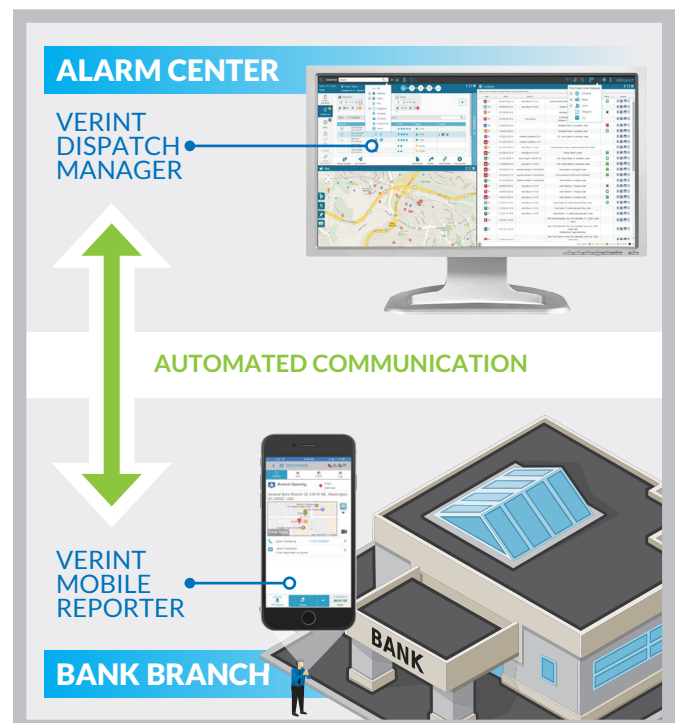
- Associate approaches branch
- Verint Mobile Reporter automatically assigns itself to the relevant facility using the phone's built in GPS
- Associate presses opening report button, launching a customizable countdown
- Employee conducts a full exterior and interior check of the property as dictated by standard operation procedures (SOPs).
- If the opening procedure is executed successfully, associate stops the countdown and logs the event.
- If procedure is compromised, associate can either press an integrated panic button or the countdown function will automatically generate a distress incident once the designated time has expired.
- Additionally, the associate can request a virtual video escort at any time throughout the process.



## Key Benefits

Using Verint Mobile Reporter and Dispatch Manager to facilitate branch openings, financial institutions can:

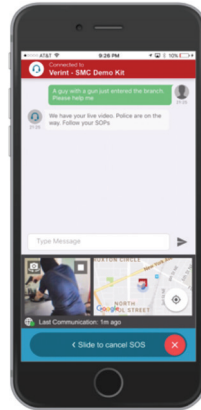
- Increase Employee Safety
- Ensure Compliance
- Reduce Cost



## SOS/Distress Notification

Verint Mobile Reporter offers three discreet methods of reporting a serious emergency in progress. A user can:

1. Press and hold the SOS button within the app
2. Activate a paired Flic™ button which can be placed on a lanyard or ID badge
3. Activate the Opening Procedure Countdown



Once an SOS emergency is activated:

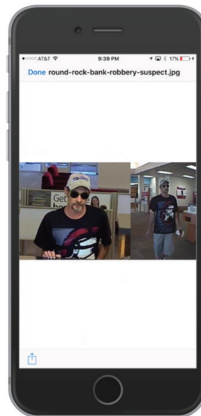
- The Security Operations Center (SOC)/Monitoring Station assigned to that region is automatically dialed
- The device's outdoor or indoor (required indoor location module) location is streamed live to the SOC.
- An instant messaging session is opened between the distressed user and the SOC operator
- Live video from the front or rear facing cameras with audio is sent to the SOC.

## Security and Safety Reporting

Verint Mobile Reporter can also be used in non-emergency situations. Through the tool any employee witnessing a security or safety related incident can discreetly document and report that incident to appropriate stakeholders. And Verint Mobile Reporter allows the administrator to customize:

- Report Type
- Icons
- Form Fields

All information that is reported through the system is automatically categorized and can trigger subsequent notifications based on SOPs.

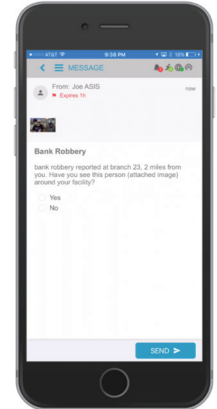


## Emergency Messaging and Mass Notification

By combining Verint Dispatch Manager, a tool specifically designed to help mobilize resources to quickly respond to critical events with Verint Mobile Reporter the SOC operator can broadcast alerts or information based on:

- End-user GPS Location
- End-user Assigned Location
- A Region
- The Entire Enterprise

Messages are sent through the app and can include a required response from recipients. Messages that are unsuccessfully sent through the app are automatically re-sent by the system using SMS and E-Mail to help ensure delivery. For example, an operator, alerted to a bank robbery in one location can quickly alert other branches of the potential threat and gather data to aid the investigation in real-time and forensically.



## Conclusion

Bank Security's primary goal is to keep people, property and information safe. The combination of Verint Mobile Reporter and Verint Dispatch Manager into a single personal safety solution is ground-breaking in its ability to help ensure an associate's safety during critical daily activities such as branch opening and asset transfers.

The Verint solution empowers the SOC Operator with critical information needed to respond rapidly to critical events while providing the employee peace of mind knowing that, should they need it, help is just a touch of a button away. Additionally, the reporting capabilities provide a mechanism to improve operational efficiency, helping ensure that policies and procedures are followed and enforced which can positively impact a banks bottom line.

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### Americas

✉ info@verint.com

☎ 1-800-4VERINT

### Europe, Middle East & Africa

✉ marketing.emea@verint.com

☎ +44(0) 1932 839500

### Asia Pacific

✉ marketing.apac@verint.com

☎ +(852) 2797 5678

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