

Delta Community Credit Union

The Customer

Delta Community Credit Union (DCCU) is one of the largest credit unions in Georgia with satellite branches in Cincinnati, Dallas-Fort Worth and Salt Lake City. Founded in 1940 and headquartered in Atlanta, the not-for-profit, state-chartered credit union provides a wide variety of financial services to its members.

Delta Community has more than 380,000 members and 28 branches. The business continues to grow adding one to two branches per year to its network. In addition, the institution will advance growth trajectory in coming years.

The Challenge

The variety and complexity of threats and vulnerabilities continue to increase, forcing financial organizations to find new ways to be more prepared, proactive and diligent. Delta Community faces many of the same challenges that banks across the country face: ATM jackpotting is a fairly new but growing threat while robberies and cybersecurity concerns continue to be substantial problems. These complex issues elevate the need for comprehensive security and fraud mitigation efforts.

The Solution

As part of its focus on safety, Delta Community leveraged a Verint® system to help combat fraud and increase security. The system consisted mostly of analog cameras and the bank's leadership team was eager to move to IP-based technology. The desire to migrate to a newer, more advanced infrastructure was also part of its need to accommodate expanding operations.

"Our team was using Verint when I came into the organization over four years ago, and it was great partnering with the Verint team to develop a more modernized system," said Kim Hodgkin, Corporate Security Manager, Delta Community. "Verint delivers reliable, sophisticated products and I was confident that they could help us achieve our business goals."

Working closely with the Verint team, Delta Community identified the key features that it was looking for in a new system, which included centralized system management, automated reporting and alarm identification, comprehensive health monitoring, and increased cybersecurity parameters. After an evaluation process, the credit union chose an advanced Verint system that incorporates intelligence to simplify, modernize and automate its investigation and security processes.

Customer Success Story



Solutions

Verint EdgeVR
Verint EdgeVMS Op-Center
Verint EdgeVMS Vid-Center
Verint IP Cameras



Industry

Banking



Region

Americas



VERINT®

"Verint is integrated into our world in many ways. In addition to providing us with robust solutions, the collaboration with Verint and our corporate security team is highly valued. Verint isn't just a vendor, they are a business partner."

– Kim Hodgkin, Corporate Security Manager, Delta Community Credit Union

The Results

The close collaboration between Delta Community and Verint resulted in an integrated video management solution that consists of multiple Verint EdgeVR's, hundreds of Verint high-definition IP cameras, Verint EdgeVMS Op-Center™ and Verint EdgeVMS Vid-Center™. The system supports more than 132 users across the credit union's branch network.

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Verint EdgeVR is an IP-based network video recorder for large-scale, geographically distributed operations, with hybrid analog/IP capabilities, and industry-leading security and business system interfaces. As a compliment to this powerful NVR, Delta Community also deployed Vid-Center and Op-Center to further enhance its capabilities. Op-Center enables organizations to monitor and manage Verint-networked NVRs from a central location in a secure, centralized manner while Verint Vid-Center is a powerful software platform that provides a comprehensive view of video operations to allow fraud managers to gain new levels of intelligence in an effort to protect assets.

"Verint technologies are valuable tools in helping us identify alarm causes and monitor for potential anomalies that could lead to larger incidents," Hodgkin noted. "It's also helped ease our communication with law enforcement because it reduces the complexity normally associated with sharing video."

Because of evolving risk scenarios, security and loss control is more complex for financial institutions than ever before. Even as bad actors continue to advance fraud schemes, Hodgkin is confident Delta Community has the right tools in place to thwart loss and enhance security.

"The more we try to stay ahead of the criminals the more sophisticated we get," he said. "But we're going to beat them with Verint."



The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+ (852) 2797 5678



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blog.verint.com

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