

Established Banking Organization

Customer

The financial institution was founded more than 65 years ago and was built on the idea that a successful society depends on financial stability, and the local community's effort and participation. The organization is dedicated to improving the quality of life for low-to-moderate-income individuals and is committed to fostering innovative social, economic and environmental changes in the communities in which they serve.

Over time, the bank has evolved and has undergone a great amount of growth. The bank currently operates 47 branch locations, 36 Money Express sites and more than 150 ATMs. As the organization continues to expand, the need to identify a security solution that has the ability to support its growth, and identify and combat fraud has become a necessity. Through the implementation of new security solutions, processes and technology, the organization is able to provide better customer and employee experience.

Challenge

As the organization grew rapidly, the need to upgrade and modernize the security infrastructure was apparent. Over the years, the company relied on analog technology to provide the information needed to conduct timely and effective investigations; however, the legacy system was unable to provide the clarity and reliability necessary to ensure the safety and security of the company's customers, employees and assets. Finding a sophisticated solution that would eliminate VHS tapes, and enabled the company to store and view video quickly and reliably was an attractive option. The company was also seeking a more reliable solution to help mitigate risk and conduct investigations and finding a solution that offered better data management, as well as the versatility to tap into security and business monitoring was paramount in their decision-making process.

A number of different technologies were evaluated, however Verint Systems was able to offer the video quality and superior capabilities the bank needed.

Solution

Verint's well-known reliability and wealth of features persuaded the bank's security leadership to deploy Verint solutions across 11 branches, 26 small financial service subsidiaries and 11 ATMs. To date, the organization has deployed Verint® EdgeVR™ 80 and Verint EdgeVMS Op-Center™ software across its network of Money Express sites and ATMs.

The Verint EdgeVR 80 high-performance network video recorders support a variety of IP cameras. The EdgeVR delivers hybrid analog/IP capabilities, high-quality imagery, optimized bandwidth utilization and ease-of-use, allowing investigators and security



Customer

Financial Institution



Industry

Banking



Solutions

Verint EdgeVR 80
Verint EdgeVMS Op-Center
Verint EdgeVR 300
Verint High-Definition IP Cameras
Verint 360-degree Surveillance Cameras



Region

Americas



Results

- Reliable and easy-to-manage solutions
- Superior data management
- Higher resolution and higher definition video to improve investigations
- Transaction-matching capabilities
- Deters and reduces theft
- Stronger surveillance coverage
- Better results and faster turnaround times
- Scalable to meet growth

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Verint Systems Delivers Enhanced Situational Awareness and Improved Investigative Abilities

personnel to identify potential threats to employees, customers, ATMs and equipment proactively. The EdgeVR 80 provides the reliability, flexibility and scalability the bank originally sought.

The bank has also installed the Verint EdgeVMS Op-Center software and management application to help centrally manage passwords, create audit reports needed for compliance investigations and send out visual alerts to notify users about potential problems. The Verint solution is able to store a minimum of six months of continuous surveillance footage, and utilizes transaction integration software to capture data from other systems and integrate it with real-time video.

In phase two, the bank will implement the Verint EdgeVR 300 and Verint's IP cameras integrated with 360-degree surveillance technology to deliver high-resolution recording and greater situational awareness through a more complete view of the scene. In the future, the bank is considering Verint Video Surveillance Analytics™ to deliver enhanced business intelligence around customer activity, resulting in greater performance management.

Results

Verint Video and Situation Intelligence™ solutions are primarily used for video surveillance and investigations support. With the systems in place, investigators can collect evidence, and images for fraud and criminal matters; operational security can monitor day-to-day operations ensuring the overall safety and protection of people and assets; and audit and compliance investigators can

help ensure the bank remains in compliance with FDIC and U.S. Federal Reserve mandates.

Video surveillance systems help financial institutions anticipate and respond to security threats and provide a safer environment for customers and staff. Verint's smarter, more intuitive video surveillance solution enables the bank to identify and combat fraud, while maintaining compliance.

The combination of Verint cameras with the EdgeVR 80 provides the resolution and definition needed to identify subjects attempting to infer damage to the bank's ATM equipment. At the same time, the transaction-matching capability gives the bank easy access to a specific data search. Verint features capabilities that support the business, enhance situational awareness and help mitigate risks proactively.

Verint EdgeVMS Op-Center simplifies management of the branch-wide surveillance system and delivers enterprise-wide health monitoring, audit reporting, firmware management and permissions management to ensure maximum system uptime. With the simple, yet powerful Verint EdgeVMS Op-Center software, the bank can manage and support much of the system in-house to save time and costs.

The bank relies on the Verint video surveillance system at the branch level to assist in identifying and solving potential crimes. As the bank continues to expand operations, they trust that Verint's video surveillance solution can support its growth and can easily scale to address the unique needs of each branch, Money Express site or ATM location.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.

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