

Regional Chartered Bank

Bank Standardizes on Verint Solutions for More Effective Approach to Security and Fraud Prevention

Customer

This regional chartered bank provides a broad range of traditional banking services and is more than a century old. It has more than 40 banking centers located throughout Louisiana, Texas, and Mississippi, and is owned by a holding company with assets of more than \$4 billion.

To meet modern day challenges and address the evolving retail bank landscape, the organization embraces innovative technology and solutions that help boost efficiencies, mitigate fraud, enhance security and help resolve liability claims across its bank branch and corporate facility network. The bank considers the protection of its clients' assets to be of paramount importance and strives to deliver a safe banking experience for customers and employees. To meet its goals, it chose to implement Verint to more effectively manage threats, reduce fraud, and secure assets.

Challenge

The Assistant Vice President and Security Officer implemented a comprehensive approach to safety when he took over leadership of the bank's security and fraud reduction programs. He sought out technology that would help enable his team to gather the intelligence needed to be more proactive in its security efforts. The bank chose to standardize on Verint solutions because of its proven reliability and success in the banking and financial services market.

Today, the financial institution leverages more than 100 Verint NVRs and DVRs, including Verint EdgeVR®, across its retail bank network and its corporate offices. Verint EdgeVR is an IP-based network video recorder for large-scale, geographically distributed operations, with hybrid analog/IP capabilities. The bank also leverages Verint IP cameras and is currently upgrading its video monitoring network to an IP-based solution.

"The Verint solutions are extremely reliable," says the assistant vice president and security officer. "We've been able to maximize the lifecycle of our surveillance system and demonstrate long-term return-on-investment to our leadership team."

Solution

Security personnel view live and recorded video from their desktops to make real-time decisions using Verint's EdgeVMS Vid-Center™, an enterprise NVR interface that provides a complete view of video operations, reducing the cost and complexity of securing large, geographically dispersed organizations. Users say Verint's EdgeVMS Vid-Center provides a closer look at activity across the bank's branch network, whether located five miles from headquarters or thousands of miles away. Operators can also remotely configure NVRs without visiting each location, reducing travel costs.



Customer

Regional Bank



Industry

Financial



Solutions

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



Region

United States



Results

- Centralized management of surveillance network
- Robust video-recording capabilities
- High-resolution video to improve investigations
- Health monitoring to ensure system uptime

The bank recently completed the deployment of Verint EdgeVMS Op-Center™, a management solution that allows organizations to monitor, manage, and troubleshoot Verint NVRs from a central location. By adding EdgeVMS Op-Center, it added centralized capabilities, and reduced the cost and complexity of video system management. From a central console, users can set up and configure NVRs, change device properties and passwords, download firmware, create audit reports, and manage user rights. The solution also enables the bank to rapidly identify potential malfunctions and camera obstructions, with remote diagnostics for large NVR deployments. Now, operators can monitor the health of the entire surveillance network, allowing them to prevent video loss and maximize uptime.

Result

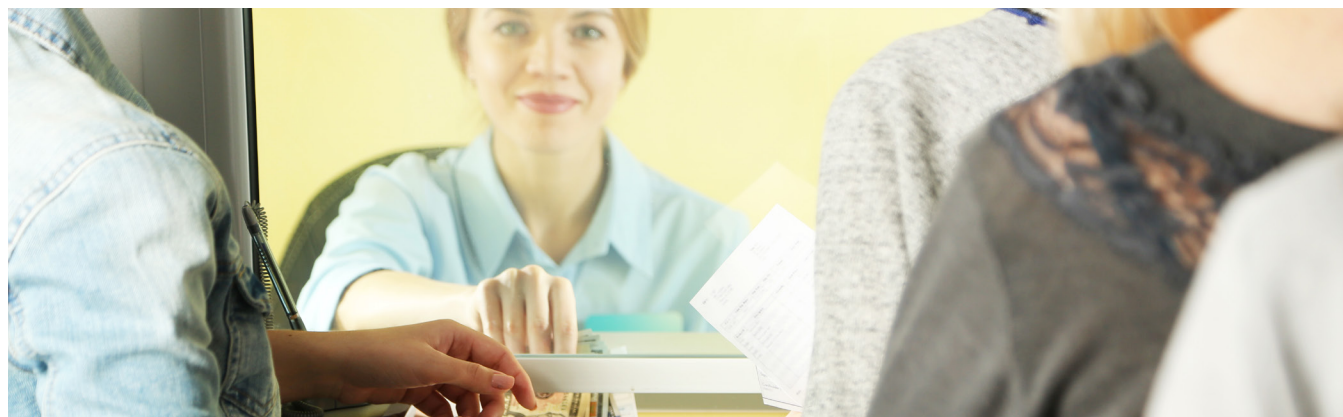
Since deploying Verint solutions, the bank has been able to effectively monitor security and surveillance operations across its entire infrastructure in a more streamlined, efficient fashion.

“With Verint, we are well positioned to identify fraudulent activity, improve investigations, and enhance safety,” the security leader says. “And with EdgeVMS Op-Center, I can address any potential issues before they become a larger

problem. Overall, the solution helps us ensure video recording is continuous and video data is available when needed in an investigation.”

Because of its growing business, which often includes the addition of new branches as customer needs expand, the organization’s surveillance operations must be able to scale quickly. Verint’s open-platform design allows the freedom to broaden the video infrastructure easily to keep pace with company growth.

A long-time Verint customer, the bank is confident in its technology deployments and innovative options for the future. The assistant vice president and security officer notes that he appreciates the Verint team’s expertise in the banking sector. “Verint understands the challenges I face on a daily basis and works to deliver solutions that allow me to reach my goals,” he says. “We look forward to continuing to work with Verint as we envision the next evolution of our business and our security program.”



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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

verint.com

twitter.com/verint

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blog.verint.com

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