

Verint Solution for “Hook and Chain” ATM Attacks

ATM crime has been on the rise for some time; in early 2020, there were reports of an uptick in ATM thefts in St. Louis, Chicago, Baltimore and other major cities, as well as the bombing of ATMs in Florida. Reportedly, authorities have attributed this rise in incidents to the “low-risk and high-reward” of the crime, making superior security a vital requirement for any ATM strategy. Verint’s advanced fraud and security solutions are designed to help protect against such attacks.

How Do ATM Attacks Happen?

“Hook and chain” attacks on drive-up ATMs typically occur between 11 p.m. and 6 a.m., during which time criminals attach one end of a chain or cable to an ATM and the other to the rear of a (usually) stolen vehicle. The driver quickly accelerates to force open the safe door, often making three or four attempts which can take between 10 to 12 minutes. If successful, the criminals grab the cash cassettes and run away leaving the stolen vehicle, chain, and any other equipment behind. Whether the attack is successful or not, the damage to the ATM and surrounding structure can reach as high as \$45,000. If successful, the perpetrators could get away with upwards of \$150,000 from the cash cassettes alone.

Verint Solutions for ATM Attacks

- Advanced intrusion detection to help monitor people and vehicles
- Built-in video and audio analytics for loitering detection, facial recognition, and sound identification
- Real-time recording and alerts around motion changes in a scene
- Instant alerts notification distributed via Verint Op-Center to immediately inform dispatchers and security personnel of potential breach



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Let Verint Help to Reduce Risk and Secure ATMs

ATM criminals and theft can be deterred. Verint’s advanced security portfolio offers credit unions and banks the ability to protect ATMs through several hardware and software solutions that work in tandem:

- **Verint® EdgeVR®** is an enterprise-class, IP-based network video recorder (NVR) designed for large-scale, geographically distributed operations. Available with hybrid IP/analog capabilities, allowing easier migration from analog to IP for greater long-term value and lower migration costs, EdgeVR combines features such high-quality imagery, optimized bandwidth utilization, a secure embedded operating system, and industry-leading system interfaces to deliver superior performance.
- Not all IP cameras are created equal. **Verint’s V8080 series cameras** feature remote focus and zoom, true WDR and built in surveillance analytics that integrate into Verint’s Edge Video Management Software (VMS). By combining Verint’s IP cameras with Verint’s EdgeVMS, customers now have a seamless integration with all the tools necessary to keep people, property and information safe while mitigating risk, staying compliant and reducing cost.
- **Verint EdgeVMS** offers solutions that help to reduce the cost and complexity of securing geographically dispersed and mobile operations, while also providing investigators and security managers with a first-hand view of activity, whether they are on site or thousands of miles away.
- **Verint Op-Center™** is a management solution that allows organizations to monitor, manage, and troubleshoot Verint networked NVRs from a central location. From a single central console, users can set up and configure NVRs, change device properties and passwords, download firmware, create powerful audit reports, and manage user rights. Op-Center rapidly identifies potential malfunctions and camera obstructions, with remote diagnostics for large NVR deployments.
- **Verint Guard Center™** enables financial institutions to monitor all corporate buildings, datacenters, offices, and cash vaults in real-time on a video wall within a command-and-control environment. Guard Center delivers real-time, situational awareness and allows security personnel to monitor up to 96 live camera views across multiple monitors simultaneously and is the ideal replacement for traditional analog matrix solutions, utilizing familiar keyboard and joystick controls in operations that can be tailored to an organization’s specific needs.
- **Verint Video Surveillance Analytics™** helps organizations make sense of vast amounts of security video and data. This suite of integrated analytic applications can automatically pinpoint potential breaches and significant events and send video alerts to the appropriate people, departments and agencies.

Capturing the Intrusion

Leveraging Verint’s onboard analytics in both our V8080 camera and EdgeVR, security personnel can assign a zone around a specific area in front of the ATM to monitor people and vehicle obstructions in an effort to detect potential chain gang activity. Once nefarious activity is detected, an event is created on the NVR which captures and archives recorded video from all associated cameras on the ATM and at the same time dispatches an instant alert to the guard station so that immediate action can be taken to interrupt the crime while it is still in progress.

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