

BayPort Credit Union

The Customer

BayPort Credit Union has been meeting the financial needs of the Tidewater and Hampton Roads, Va., communities since 1928. Throughout the years, BayPort Credit Union has provided financial backing to help members build homes, raise their families and improve their standard of living. As an active community partner, BayPort Credit Union provides financial support and education to numerous charities, awards scholarships each year to deserving students, and partners with the Boys and Girls Club to provide money management training to students to help prepare them for their future.

With over 121,000 members and more than \$1.4 billion in assets, BayPort Credit Union is an innovative, member-centric organization built on values, service and its unwavering dedication to “people helping people.” BayPort Credit Union is committed to excellence, and as the company continues to grow, the need to strengthen its security profile does as well. BayPort recognizes the importance of guarding and protecting the personal information and assets of the credit union and its members. By identifying new security solutions and technology, BayPort Credit Union is better positioned to respond quickly to financial crises, theft and fraud that can hinder the credit union’s ability to provide outstanding service to its members.

The Challenge

BayPort Credit Union is rapidly growing through acquisition and organic growth. In the past, the credit union relied on various security systems, which while sufficient did not provide the clarity, scalability, and reliability needed. The credit union developed several goals for its surveillance network upgrade, including the ability to view the teller counter or zoom in on specific areas within video clips, and have the ability to view external areas of its facilities.

“Our executive staff and board members are security-conscious and wanted us to be in a better position than where we were with the mix of old and new technology,” said Jorge Gonzalez, Fraud and Security Supervisor, BayPort Credit Union. “We tested an IP camera and after seeing the difference in clarity, sharpness, the larger field of view, the ability to zoom and the higher resolution, we were determined to find the best course of action to implement this new technology.”

BayPort reviewed and tested a number of different options before embarking on a large-scale upgrade, and selected Verint Video and Situation Intelligence solutions as the partner for its technology update. “Verint is a company that continues to make their products better, with well-built and durable systems,” said Gonzalez.

VERINT®

Customer Success Story



Solutions

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



Industry

Banking



Region

Americas



“ As a total package—Verint cameras, Verint EdgeVMS Vid-Center, Verint EdgeVR and Verint EdgeVMS Op-Center—all work well together.”

– Jorge Gonzalez, Fraud and Security Supervisor, BayPort Credit Union

The Solution

Verint’s well-known reliability helped BayPort Credit Union make the decision to deploy Verint solutions across 21 branches. The systems include more than 450 cameras and Verint’s EdgeVMS Vid-Center™ client software which enables branch staff, the fraud department team and security personnel to view live and recorded video from their desktops to make real-time decisions around security and fraud reduction. In addition, the new surveillance solution helps BayPort Credit Union’s security team protect members against threats to their safety by offering continuous surveillance of transactions and public areas within the branches.

The security team also uses the Verint EdgeVMS Op-Center™ diagnostic and management application to centrally manage passwords, properties and firmware updates, and send out visual alerts to notify users about potential problems. The Verint EdgeVMS Op-Center 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.

Additionally, the Verint EdgeVRTM 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. With Verint EdgeVMS Vid-Center, fraud security staff, investigators and branch staff are better equipped to rapidly identify and resolve issues.

“As a total package — Verint cameras, Verint EdgeVMS Vid-Center, Verint EdgeVR and Verint EdgeVMS Op-Center — all work well together. We have been fortunate enough not

to experience glitches or bugs in our daily use of the entire system,” said Gonzalez.

The Results

Verint solutions meet the numerous expectations of the fraud staff, executives and board members at BayPort Credit Union, and has helped deliver an enhanced level of security. With the higher resolution video surveillance, the credit union has a greater number of clear pictures to choose from when investigating incidents, which allows law enforcement to be more strategic in capturing criminals. The organization can also clearly identify license plates and compare data against known offender lists.

The ability to leverage an easy-to-use interface for users with differing levels of computer skills is imperative for BayPort security personnel and staff. Users have the capability to zoom in on individual teller drawers, allowing investigators the ability to gain new levels of knowledge of what happened in any given situation.

“In one of the newer branches we were able to zoom in and easily see each bill the teller had, the teller drawer, the member and the general area around the teller, which we never had with the analog solution,” said Gonzalez.

Prior to the technology update, security officials would begin an incident investigation without specific details of what the individual looked like. Now, with the high-resolution IP cameras, the same officials are able to zoom and clarify for police, making investigations more streamlined and easily administered.

The Customer Engagement Company™

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