

Delta Community Credit Union

Opportunity

Headquartered in Atlanta, Georgia, Delta Community Credit Union is one of the state's largest financial institutions. Founded in 1940, it serves as a not-for profit, state-chartered credit union whose mission is to provide high-quality, fairly-priced financial services to its members.

Delta Community Credit Union has more than \$3.3 billion in assets and serves over 191,000 members. Its operations include 21 retail branch locations, cutting-edge online services, more than 40 branch-based automated teller machines (ATMs), and over 57,000 surcharge-free network ATMs nationwide.

In support of its growth strategy and security focus, Delta Community Credit Union sought to invest in a state-of-the-art, networked IP video solution that would accommodate its expanding branch and ATM operations. In doing so, key criteria in its technology selection included technology that could:

- Deliver robust surveillance/data capture capabilities and intelligence to its entire system of ATM and teller operations
- Monitor activities in bank branches and ATM kiosks
- Support fraud investigation
- Help ensure safe and secure environments for credit union members and employees

Solution

Delta Community Credit Union selected an IP video solution from Verint® Video and Situation Intelligence Solutions™ and later extended its investment to also include the portfolio's Verint NetDVR™ II and MicroDVR™ II offerings.

Delta Community Credit Union has successfully leveraged Verint networked IP video technology since 2003 when it replaced its legacy VCR systems with Verint networked digital video recorders (DVRs). The migration introduced the ability for the financial services organization to monitor ATM transaction data and video centrally with greater reliability and security, as well as more rapidly detect and investigate fraud. Based on the greater security, intelligence and efficiencies introduced through its original Verint implementation, extending its deployment to include Verint NetDVR II and MicroDVR II was a logical progression in support of the organization's mission-critical security and loss prevention initiatives.

"Delta Community Credit Union is committed to being a technologically innovative



Customer

Delta Community Credit Union



Industry

Financial



Solutions

Verint Enterprise Video Management Software, Verint NetDVR I and Verint MicroDVR II



Region

Americas

Delta Community Credit Union

“Verint solutions continue to meet the high standards of our members and employees.” ”

– Gail Ruppensburg, Physical Security Specialist of Properties & Facilities, Delta Community Credit Union

financial institution that offers its members best-in-class service in a secure environment,” says Gail Ruppensburg, physical security specialist of properties and facilities, Delta Community Credit Union. “Verint solutions continue to meet the high standards of our members and employees.”

Results

Verint's NetDVR II and MicroDVR II solutions deliver robust surveillance and data capture capabilities to Delta Community Credit Union's entire system of ATM and teller operations. With the Verint network video recorders, the team at Delta Community Credit Union captures high-quality video images from the embedded operating system, optimizes bandwidth and storage utilization, leverages flexible video search capabilities, and benefits from programmable video retention and storage for lower cost of ownership and operation, along with superior security and reliability.

“Soon after installing the NetDVR II and MicroDVR II, we had a counterfeit check incident. Within 15 minutes, we burned images of the offender to a disk and handed it over to police. The images went on to help apprehend the suspect attempting fraud at another financial institution,” says Ruppensburg.

Steady growth and a commitment to providing a safe and secure banking environment accelerated Delta Community

Credit Union's selection of Verint's networked DVR platform. With industry-leading video/data interfaces to ATM, teller, alarm and other enterprise systems, Verint DVRs provide a more complete overview of bank activity, money centers and ATM kiosks, and help protect Delta's people, property and assets.

“Verint EnterpriseVMS system-wide health monitoring and diagnostics give us peace of mind. We are able to immediately know if a unit is not operating properly so we can take corrective action. With our previous VCR system, we didn't always know about a problem until an incident arose, and then it was too late,” adds Ruppensburg.

The Verint portfolio also supports Delta Community Credit Union in its branch expansion within grocery stores owned by a major U.S. food retailer. “The Verint system has streamlined our security budget. We've created a blueprint so that in-store installation is seamless. Verint continues to be an all around cost-saver and time-saver,” adds Ruppensburg.

Since 2003, Verint has delivered robust surveillance and data capture capabilities to Delta Community Credit Union. As such, the Verint portfolio is a fundamental part of the bank's core focus on providing its members best-in-class service in a secure environment.

Verint. Powering Actionable Intelligence®

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