

Regional Chartered Bank

The 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.

The 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.

According to the assistant vice president and security officer of the bank, Verint solutions have proven highly-valuable to support its security and fraud reduction efforts because they are reliable and easy to manage, and provide the security intelligence needed to mitigate risks across its branch network.

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

Customer Success Story



Solutions

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



Industry

Banking



Region

Americas

VERINT.

“ Verint understands the challenges I face on a daily basis and works to deliver solutions that allow me to reach my goals.”

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.

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.

The Results

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.

Security leaders within the bank commented that with Verint they are well positioned to identify fraudulent activity, improve investigations, and enhance safety. They also mentioned that Verint EdgeVMS Op-Center helps address any potential issues before they become larger problems. Overall, the solution helps the bank 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.”

The Customer Engagement Company™

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