

Today's Financial Institutions Experience Centralized System Management with Verint EdgeVMS Op-Center

The Challenge

Financial institutions must contend with a number of security and business threats on a day-to-day basis as they aim to provide a modernized and streamlined customer experience in a safe, reliable manner. With strict mandates to protect proprietary information and ensure customer safety, banks and credit unions must do everything possible to safeguard people, information, and the billions of dollars kept on site, while also meeting stringent regulatory demands.

Intelligent software platforms are highly valuable to help banks achieve the coverage necessary to reduce fraud while enhancing customer satisfaction and reaching operational goals. These solutions must therefore be functioning properly at all times across an entire branch, continuously providing the insight and intelligence needed to address any concerns. Quite simply, there is little room for error or loss — whether it be financial or data, collateral damage, or even downtime.

Banks and credit unions need the ability to centrally monitor and maintain system health to easily ensure that the value of innovative security solutions is not lost at any point in time. By centralizing these capabilities, financial institutions can save time, reduce costs, and ultimately achieve a more proactive and efficient approach to both maintenance and overall security.

The Solution

Verint® EdgeVMS Op-Center™ is the video management solution for today's modern-era financial institution. Op-Center enables organizations to securely monitor and manage Verint solutions from a central location.

Op-Center helps to reduce the complexity of video system management across geographically dispersed locations. From a singular, centralized console, users can update passwords, create powerful audit reports, and manage user privileges. The software also helps to streamline system management as Op-Center automatically identifies potential malfunctions and camera obstructions. Additionally, users can scan the status of all NVRs at once and verify that cameras have not been tampered with, reducing the need for on-site maintenance and eliminating associated travel costs.

Designed for use with the comprehensive line of Verint NVRs, IP cameras and integrated PoE switches, this software-centric platform enhances system uptime and helps ensure that critical events are captured for forensic purposes.

Additionally, with the growing risk of cyber threats, IT security is a critical part of a bank's protection strategy. Op-Center provides valuable support in ensuring cybersecurity is maintained through centralized firmware updates and simplified password management.

Customer Success Story



Solutions

Verint EdgeVMS Op-Center



Industry

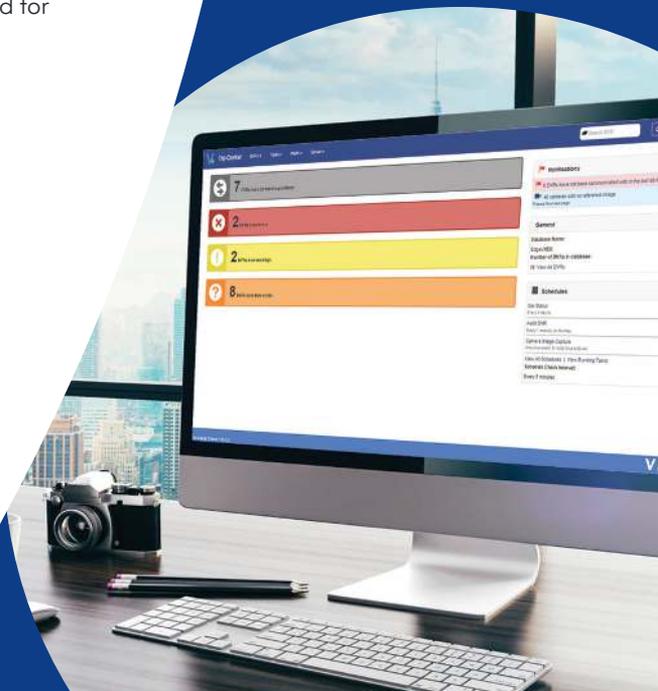
Banking



Region

Global

VERINT.



What Customers Have To Say

Preparedness. Productivity. ROI. Compliance.

The Results

“Chemical Bank is a financial institution with over 200 banking centers, so the idea of knowing the status of our security program a branch by branch basis through physical inspections alone would be a preposterous proposition. At the Bank, we standardized on Verint because of the overarching and automated system health check capabilities of the Op-Center software platform. I refer to this as our Eye-in-the-Sky. Something we can’t do without. Our security process, in conjunction with the Verint software, provides a modern approach to assessing issues at branches across our enterprise (many times, human related) before they result in lost video evidence. Finally, our solution enables me to swiftly assure auditors that we are in compliance with applicable regulations, associated with security surveillance.”

– Kevin Waldi, Vice President,
Bank Security Officer, Chemical Bank

“At the Bank, we are always looking to innovate so we can do more with less and drive ROI. When called on to conduct security investigations, we must be efficient and get the job done swiftly. Before we invested in Verint Op-Center, inevitably, we were faced with scenarios from time to time that impeded our ability to investigate – typically due to some aspect of the video system being inoperable (things happen). Now, three years after installing and using Verint Op-Center, my regret is not doing it sooner. No longer are we taken by surprise. When called on to produce video surveillance evidence, we can simply execute the task because the software proactively communicates the health of our systems across all our branches.”

– Bob Michels, Senior Vice President, Security Officer
and Loan Officer, First National Bank of Dennison

“Before Verint Op-Center, we had a reactive approach to video security readiness in the branches...we incurred added costs and wasted time to go and address issues after the fact...and video could be missing! After deploying Verint Op-Center, we have a proactive and automated approach...alerts are generated as an issue occurs at any branch and we reduce risks of lost video surveillance in real time! And best of all, once configured, we set it and forget it...the software serves our team without any requirements for logins or downloads!”

– Ed Miller, VP Operations, The Commercial Savings Bank

“Here at Visions Federal Credit Union, an over 50-year old community-based financial institution with more than 50 branches and 100 ATMs covering three states, security, audit and compliance is a high priority. Specific regulations in NY and NJ require our team to report to state banking authorities that we comply with video surveillance readiness, including “days on disk” and end-to-end operability. Since we deployed Verint Op-Center, we have an efficient, centralized, and automated process for enterprise-wide video surveillance readiness and compliance. Removing remote functions from the branch has allowed for improved productivity for branch staff to increase sales and member service opportunities. Plus, now our reporting for auditors is simplistic and time saving. All in all, a big win for our enterprise security, fraud, compliance and branch teams!”

– Amie Reilly, BSACS, Security/BSA Compliance Officer,
Visions Federal Credit Union

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