

Berkshire Bank

Customer Success Story

The Customer

For more than 170 years, Berkshire Bank has been well-regarded for its entrepreneurial approach and distinctive culture. With \$11.6 billion in assets, Berkshire provides business and consumer banking, mortgage, wealth management, investment, and insurance services through its 115 full-service branch offices, including Commerce Bank, a division of Berkshire Bank, in Massachusetts, New York, Connecticut, Vermont, New Jersey, and Pennsylvania. Berkshire Bank was named one of Massachusetts' Most Charitable Companies in 2017 by the *Boston Business Journal*.

The Challenge

Berkshire Bank delivers a diversified range of services through self-service channels like ATMs and online banking. But as its business expands and evolves, it faces challenges related to fraud including skimming scams, cyber threats, and identity theft.

Mandated to protect proprietary information and ensure customer safety, Berkshire is committed to doing everything possible to safeguard people, information, and assets while also addressing stringent regulatory demands. The organization strives to balance security and fraud mitigation with a customer-friendly approach to banking.

To stay ahead of evolving risks, Berkshire partnered with Verint and BranchServ, its integration and service partner, to deploy technologies and services that would help mitigate risk on multiple sides of the business and reduce the opportunity of loss from physical and cyber threats.

"There are a number of different factors that affect our business," said Tina Pickup, Vice President of Security and Fraud, Berkshire Bank. "Identity theft, typical fraud scams, and compromises of our customer's accounts are what we focus on most. We use Verint solutions to help analyze fraud in the area and quicken investigations."

The Results

Berkshire has incorporated Verint's EdgeVR, EdgeVMS Op-Center and Vid-Center software, as well as Verint IP camera to help the security team gain insights into potential threats and vulnerabilities while ensuring compliance with industry and corporate regulations. Verint EdgeVR, an enterprise-class, IP-based network video recorder (NVR), provides banks such as Berkshire with hybrid analog/IP capabilities for streamlined scalability, superior image quality with optimized bandwidth, and industry-leading security and business system interfaces.



Solutions

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



Industry

Banking



Region

Americas

VERINT.

 **BerkshireBank**
Life is exciting. Let us help.

“ Fraud is always increasing and evolving in the financial world. Being able to better analyze data is our goal and Verint technologies are a valuable part of our ability to meet this goal.”

– Tina Pickup, Vice President of Security and Fraud, Berkshire Bank

Verint EdgeVMS Op-Center is an advanced enterprise-class video management solution that enables financial organizations to monitor and manage Verint-networked NVRs from a central location in a secure, unified manner. Op-Center meets the unique needs of the financial services market by reducing the complexity of video system management across geographically dispersed locations. From a centralized console, Berkshire Bank can update passwords, download new firmware, create powerful audit reports, and manage user privileges, all of which not only improve efficiency, but also enhance cybersecurity.

When Berkshire Bank combines Verint Op-Center with Verint EdgeVMS Vid-Center, operators are able to streamline management of mission-critical video surveillance, fraud reduction, and security operations, helping the organization realize a greater return on investment.

Verint Vid-Center is a powerful software that provides a comprehensive picture of video operations to allow Berkshire Bank to obtain new levels of intelligence to ensure customers and their assets and investments are protected. With a single-pane-of-glass view, fraud investigators and corporate security managers realize enhanced situational awareness through the ability to monitor activity across all facilities and receive instant alerts about potential threats based on pre-determined filters.

Berkshire Bank has also deployed Verint IP cameras throughout its environment to better secure operations and expedite investigations. With these powerful cameras, the bank can capture excellent video quality with ultra-efficient bandwidth. By leveraging Verint EdgeVMS Op-Center, the security team can quickly update their network of IP cameras from a centralized location to ensure they are always on and have the latest firmware deployed. By staying updated, the bank can easily meet security requirements and regulations, and most importantly, stay operational.

Verint’s comprehensive video surveillance platforms and advanced intelligent solutions are used to help the bank be more proactive with its security efforts. By leveraging technologies to more quickly identify security threats and vulnerabilities in real time, investigators can better mitigate risk, ensure operational compliance, and improve fraud investigations.

“Fraud is always increasing and evolving in the financial world,” Pickup said. “Being able to better analyze data is our goal and Verint technologies are a valuable part of our ability to meet this goal.”



The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+(852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the © or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2018 Verint Systems Inc. All Rights Reserved Worldwide. V1352.190211

VERINT®