

Redstone Federal Credit Union

The Customer

In 1951, Redstone Federal Credit Union's original 11 members each placed \$5 into a shoebox. More than 65 years later, their vision serves as the foundation for the Redstone of today. With members all over the world and more than \$4 billion in assets, Redstone is now one of the 25 largest federal credit unions in the United States.

Today, a \$5 deposit is still all that's required to join Redstone. Although the organization has grown considerably over the years, its unwavering commitment to its members has not changed. Based in the North Alabama region, it maintains a great relationship with the community and is hyper-focused on service and the customer experience.

The Challenge

With fraudsters getting smarter every day, Redstone Federal Credit Union wanted to ensure that it stayed one-step ahead of any potential criminal activity. Since breaches occur daily, the credit union needed to have all of the elements of its criminal investigations accounted for and video was an essential part of this package — but the video had to be reliable enough to hold up in court proceedings.

When Redstone began looking to upgrade its video surveillance systems, it wanted more than just high-resolution cameras or video management systems, it also wanted to select a vendor that had longevity.

"When we first started looking at digital video recorder (DVR) solutions back in 2002 we looked for innovative companies that worked well with their customers," said Jonathan Kirby, Assistant Vice President of Security and Investigation, Redstone Federal Credit Union. "We looked for several years, and we noticed several companies exiting the financial services market. However, every time that we came to an event, Verint seemed to be growing, innovating, and providing solutions. That is the partner that we chose."

Every product deployed by the security team has to pass an evaluation by Redstone's information security department, Kirby said. While other solutions failed, "every product that we have rolled out with Verint is solid from an IT security perspective, and that is critical because there is no option for failure. It has to pass the test of information security and Verint's solutions did so with flying colors."

The Solution

Verint's advanced security solutions help the credit union stay on top of identifying threats and vulnerabilities in real-time. By leveraging the new technology, personnel can now mitigate risk, ensure operational compliance, and improve fraud investigations. Advanced IP cameras also provide visual intelligence and serve as a deterrent against fraud and robberies. In addition, enterprise-class, network video recorders

VERINT

Customer Success Story



Solutions

Verint EdgeVR
Verint EdgeVMS Software
Verint IP Cameras



Industry

Financial



Region

Alabama



Key Benefits

Comprehensive investigations
Service and support drive ROI
Higher video quality



REDSTONE
FEDERAL CREDIT UNION

“Verint has proven that they are always going to be there for us and that means a lot. Verint has been by our side for the past 15 years.”

– Jonathan Kirby, Assistant Vice President of Security and Investigation, Redstone Federal Credit Union

The Solution *(cont.)*

help Redstone Federal Credit Union monitor security operations across its extensive network of geographically distributed branch locations.

“We know that the Verint solutions are going to be there for us,” Kirby said. “We can always count on the fact that the video images captured are going to be high-quality, and that is critical to us.”

Verint’s ability to deliver support and service on-demand is also a key benefit for Redstone.

“Verint has proven that they are always going to be there for us and that means a lot. Many vendors sell you on ‘being on with you down the road,’ but then they don’t deliver,” he said. “Verint has been by our side for the past 15 years.”

As Redstone continues to build its business, it will also look at deploying new proactive security solutions. Kirby said it recently installed a laundering analytic at its ATMs to detect individuals trying to perform multiple transactions because they have a handful of stolen or counterfeit cards. He said he would look at other analytics as use cases are presented.

“When we identify a need, Verint is always on the spot with providing a solution,” Kirby said. “They have open ears to listen to the problems that we are experiencing and always seem ready and willing to come up with a solution. They really seem to care about their customers and value their impact. I think the best reason that Verint has been successful is that they see their customers as a valuable asset tool.”



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