

# VyStar Credit Union

## The Customer

VyStar Credit Union was founded in 1952 as Jax Navy Federal Credit Union to serve civil service, military employees and their families at Naval Air Station in Jacksonville, Fla. Today, VyStar has grown to become one of the largest credit unions in the nation, with more than \$7.7 billion in assets and over 625,000 members. VyStar has 47 full-service branches, 14 high school branches and over 220 ATMs in Northeast to Central Florida and a network of 20,000+ surcharge-free ATMs across the U.S.

## The Challenge

Financial institutions face a number of challenges on a day-to-day basis, requiring innovative technology that boosts efficiencies, reduces fraud, and enhances service for its customers. VyStar has relied on advanced video surveillance for years but wanted to enhance its capabilities. Its previous solution was also no longer able to support the organization's video retention requirements.

"We wanted to upgrade to a solution that would support a hybrid mix of both analog and digital video cameras," said Kevin Owens, Vice President of Security and Safety, VyStar Credit Union. "We also knew that we wanted a secure platform to limit cybersecurity risks, enhance video capture with analytics, and ease the complexity of ongoing maintenance."

## The Solution

VyStar selected Verint® EdgeVR®, Verint EdgeVMS Vid-Center™, and EdgeVMS Op-Center™ to manage video surveillance and data capture across its branches. Verint's EdgeVR is an enterprise-class, IP-based network video recorder (NVR) designed for large-scale, geographically distributed operations. Available with hybrid IP/analog capabilities, it enables banks like VyStar to migrate from analog to IP for greater long-term value and more streamlined integration as updates are needed. It also offers high-quality imagery, optimized bandwidth utilization, a secure embedded operating system, and industry-leading system interfaces to deliver increased ROI.

Verint EdgeVMS Vid-Center allows users to use a single-pane-of-glass view of video management operations, easily integrating with other sensors, systems, and platforms to expand business intelligence. The platform eases video retrieval, resulting in decreased investigation time and the automation of potential fraud and security events. From a central console in Verint EdgeVMS Vid-Center, users can configure NVRs, change device properties and passwords, download firmware, create audit reports, and manage user rights. The solution also enables VyStar 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.

## Customer Success Story



### Solutions

Verint EdgeVR  
Verint EdgeVMS Vid-Center  
EdgeVMS Op-Center



### Industry

Banking



### Region

Americas



**VyStar**<sup>®</sup>  
Credit Union

**VERINT.**

“ With Verint, we are able to capture video and tie it to our transaction system to better identify anomalies. Verint is also valuable from a safety perspective. It helps us identify slip-and-fall events and critical security incidents. And we are able to ensure long-term capture of that video to be used in later investigations if necessary.”

– Kevin Owens, Vice President of Security and Safety, VyStar Credit Union

“It is critical for us to leverage intelligent security tools that allow us to achieve the video coverage necessary to reduce fraud,” Owens said. “Combating fraud is our most significant directive. With Verint, we are able to capture video and tie it to our transaction system to better identify anomalies. Verint is also valuable from a safety perspective. It helps us identify slip-and-fall events and critical security incidents. And we are able to ensure long-term capture of that video to be used in later investigations if necessary.”

Verint EdgeVMS Op-Center is a management solution that empowers organizations to monitor, manage, and troubleshoot Verint NVRs from a central location. By adding Op-Center in addition to Vid-Center, VyStar Credit Union realized centralized capabilities and reduced the cost and complexity of video system management across geographically dispersed locations and mobile operations. Using Op-Center, VyStar can identify potential malfunctions and camera obstructions with remote diagnostics to ensure maximum uptime.

When combined with Verint Vid-Center for enterprise NVR viewing, Op-Center streamlines the management of today's complex video operations and helps organizations like VyStar realize greater return on their video investment.

Video analytic capabilities have also been a valuable addition to VyStar's fraud mitigation toolbox. The bank can now search through footage more easily and locate persons of interest at various locations. Analytics also enable operators to address any red flags or suspicious activity in a much more rapid fashion.

Additionally, Owens noted that the ability to combine information from systems has provided VyStar with an 85-percent time savings over manual methods. “This is exceptional,” he said, “because we all know time is money.”

## Key Benefits

- System offers high-quality imagery, optimized bandwidth utilization, a secure embedded operating system, and industry-leading system interfaces to deliver increased ROI.
- Operators can monitor the health of the entire surveillance network, allowing them to prevent video loss and maximize uptime
- Search through footage more easily and locate persons of interest at various locations. The ability to combine information from systems has provided VyStar with an 85-percent time savings over manual methods.
- From a central console using Verint VMS Op-Center, the platform streamlines the management of today's complex video operations and helps organizations like VyStar realize greater return on their video investment.

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