

Banking Institution

A Multi-National Banking Group with over 950 branch offices worldwide is one of the largest financial institutes in all of Europe has chosen DVTel's iSOC solution.

The Challenge

This large financial institution needed to update their legacy video surveillance solution so that they were easily able to locate video within minutes of an incident and have synchronized audio along with the video in order to better investigate alarms. With more ATM robberies and "cluster" crimes – criminals learning from one another and teaming up to hit multiple branches or institutions at one time, it is critical to get evidence to the authorities as the crime is occurring or as soon as possible. It was also of the utmost importance to choose a solution that would work into future security aspects of the bank including biometrics for using fingerprints and other personal identifiers to secure systems and transactions and convergence for bringing physical and logical security programs under a single protective umbrella.

The Solution

DVTel provided an IP-based, open system solution to monitor and record over 300 cameras in multiple locations. The bank choose to have a centralized recording solution with monitoring both at the local branches and at a central station for event escalation. With cooperation from the local authorities, video is automatically forwarded when there is a security risk. The system is also integrated into their access control system so that on alarm the exterior doors are automatically locked and the vault secured.

This installation also took advantage of DVTel's transcoding feature which adjusts the video bandwidth to better transmit to locations with bandwidth constraints. Remote monitoring of the transmitted video allows for better coverage from branch to branch.

In addition to satisfying all of the risk mitigation and assessment needs and working within the IT departments parameters, the bank received additional benefits with the system. By gathering information from the access control system, bank personnel is alerted when there was a spike in customer activity so that additional tellers could support the customer needs.

The video is also used as a training tool so that personnel can better serve customers and be able to assess threats and deal with breaches in security.



Highlights

Use Existing hardware – use cameras and computer equipment that is already available reducing the cost of the solution.

Networked-Based Solution – no need to run new infrastructure because the existing network was used to support this new system.

Open-based Platform – able to integrate to multiple systems such as biometrics and logical security as warranted.

Transcoding – Video is adjusted and streamed to better utilize the existing bandwidth

Personnel Training – The recorded video and audio is a great training tool to improve customers satisfaction and better handle risk situations

Customer Service – Systems working together to watch for spikes in activity so that the proper personnel can be moved to areas with the greatest need

Increased Security and Operational Benefits – using this system allows additional security measures to be put in place from branch to branch and to alert the local authorities if there is a breach in security.