

DVTEL Case Study: Commercial / Industrial

Banking Institution

Quick Facts:

Customer:

- ◆ Multi-national bank with over 950 branch offices worldwide

Solution:

- ◆ DVTEL's Latitude Video Management System

Benefits:

- ◆ Latitude can grow to address future needs
- ◆ A system that can bring physical and logical programs together under a single roof

Results:

- ◆ Cost efficiencies due to use of existing network, cameras and computer equipment
- ◆ Recorded audio and video serves as an excellent training tool for staff
- ◆ Improved customer service— by having systems work together, staff can be moved according to need

Background

A multinational banking group with over 950 branch offices worldwide is one of the largest financial institutes in all of Europe chose DVTEL's Latitude NVMS for its surveillance solution.

This institution needed to update the legacy video surveillance solution so video was easily located within minutes of an incident. It needed synchronized audio and video 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.

It was also of the utmost importance to choose a solution that would work into future security requirements of the bank. Biometrics for fingerprints and other personal identifiers required integration down the road to secure systems and transactions and to bring physical and logical security programs under a single protective umbrella.



Banking Institution

About DVTEL INC.

With thousands of installations spanning five continents, DVTEL is a world-class developer of open video surveillance solutions including video management systems, cameras, encoders, video analytics, custom integration and applications.

DVTEL works in partnership with system integrators, end-users as well as with other leading industry players to be an all-inclusive provider of open solutions on a platform that provides full integration.

DVTEL's product line delivers scalability, flexibility and functionality with the ability to grow seamlessly. Regardless of what you have today; without loss of investment; small, medium or large scale projects, DVTEL ties everything together. For more information: +1-201-368-9700 or www.dvstel.com.

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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.

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 Highlights

Use of existing hardware – cameras and computer equipment that was already available reduced the cost of the solution.

Networked-Based Solution – no need to run new infrastructure because 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.