

Verint Solutions in Action



Customer

Tinker Federal Credit Union

Industry

Finance

Solutions and Services

Nextiva NetDVR II and MicroDVR II
Nextiva Op-Center and Vid-Center

Region

Americas

Location

Oklahoma

Tinker Federal Credit Union

The Organization

Founded in 1946 and headquartered in Oklahoma City, Tinker Federal Credit Union (TFCU) is the largest credit union in Oklahoma. Today, it serves more than 230,000 members, has over 2.3 billion in assets, spans 22 full-service locations with 34 ATM kiosks and offers its members a full array of financial solutions.

Operational Overview

In 2007, with a focus on enhancing service quality, building its brand, and investing in technology to advance security and business efficiencies, TFCU embarked on a modernization initiative that included replacing legacy systems with a robust IP surveillance and data capture platform, and central DVR management solution. "Our original platform was functional, but did not give us the overall management or number of images we needed for the type of environment we operate," says John Micue, Security and Safety Officer at Tinker Federal Credit Union, who helped spearhead the initiative.

The Solution

The security team at TFCU initiated the process by researching and evaluating 25 video surveillance platforms. In its final evaluation stage, it piloted five systems in its retail branch locations across Oklahoma. In the end, the credit union selected Nextiva® NetDVR™ II and MicroDVR™ II embedded systems, along with Nextiva Op-Center™ management software and Vid-Center™ software for remote viewing, from Verint® Video Intelligence Solutions™.

In support of its mission to provide a safe and secure financial environment for members and employees, TFCU sought to partner with a proven technology provider that would enable it to achieve several key criteria. These included the ability to deliver robust surveillance/data capture capabilities and intelligence to its entire system of ATM and teller operations, and the ability to effectively monitor activities in branches and ATM kiosks. Further requirements included a system that would aid TFCU in deterring fraud, supporting investigations, and providing safe and secure environments for credit union members and employees. To address current and future needs, TFCU invested in Verint's comprehensive IP video portfolio for financial organizations.

As part of this initiative, TFCU deployed over 60 Nextiva NetDVR II and MicroDVR II's at 34 separate locations throughout Oklahoma. Current locations leveraging the technology include a TFCU main office, branches, ATM kiosks and trailers, and even a mobile unit for special events and parades. With Verint solutions in place, TFCU has the tools and analytical insight it needs to consistently monitor and protect these areas.

With Nextiva, we've been able to investigate a good number of issues and incidents. From fraud, to suspicious activity, to accidents in parking lots, we are light years ahead of where we were before. Previously if an incident would have occurred at one of our facilities, we would've had just a few images. Today, with the use of our cutting-edge technology from Verint, we have several hundred of that very same image."



VIDEO INTELLIGENCE SOLUTIONS™



Technology that Hits the Mark

With the Nextiva solution, TFCU is able to capture high-quality video images, optimize bandwidth and storage utilization, and benefit from flexible video search capabilities and programmable video retention and storage. Security personnel at the financial institution can also easily scan and detect the most pertinent and potentially threatening activities in their branches and ATM centers, viewing multiple scenes in a single location or any number of branches. As a result, the credit union is benefiting from a more complete picture of activities, superior security and reliability, and lower total cost of ownership and operation.

The Nextiva NetDVR II and MicroDVR embedded DVRs from Verint deliver robust surveillance and data capture capabilities to TFCU's entire network of ATM and teller operations. Nextiva NetDVR II provides sophisticated recording of up to 16 analog cameras, capturing high-quality images at up to 300 frames per second. Designed specifically for the financial industry, this intelligent DVR solution features powerful programming capabilities and flexible storage options. Users can set different resolutions, frame rates and image retention for general surveillance, motion detection, transactions and alarms, providing a more context-sensitive approach to video surveillance.

The Nextiva MicroDVR II network video recorder also is helping TFCU by digitizing images from up to six analog cameras. Security personnel can view live or recorded video footage either on site or from remote locations. Additional synergies come from its interface with financial ATM and teller systems and general alarm inputs, providing a more complete understanding of the context in which events occur. Together with the Nextiva Op-Center and Nextiva Vid-Center remote video connection and viewing software, TFCU enjoys a complete networked video solution.

Explains Micue, "Verint's [Nextiva] Op-Center has allowed us to integrate the DVR with our ATM system to capture transactional data and easily share that information with our fraud department, as well as law enforcement agencies. The ability to tie point-of-sale transactions both at the drive-up and walk-up teller line also is a big benefit for us."

Using Nextiva Op-Center, financial organizations, like TFCU, are able to centrally manage DVRs in a multitude of facilities across large geographic areas. The solution automatically issues alerts when malfunctions occur, when hard drives become filled or when cameras are moved. Armed with this powerful management software, financial organizations can cost effectively secure their operations and help ensure critical video is available when needed. As such, Nextiva Op-Center serves as an important asset for financial institutions seeking to improve security, address claims and supply evidence.

"[Nextiva] Op-Center's ability to ensure connectivity with DVRs, determine whether a camera is upgrading properly and perform daily image checks are all features that enable us to more effectively monitor our systems and protect our assets," says Micue.

The Real World Captured

Aside from traditional system use, TFCU has seen Verint Nextiva at work in other areas of its operations. One example of this is when credit union security personnel were able to take advantage of the photo resolution capability from the Nextiva Vid-Center viewing software to determine key information about a traffic accident in a branch parking lot. Armed with this information, the security team was able to quickly use the details provided through Nextiva to investigate the accident, identify vehicle ownership and alert insurance authorities.

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Security Advances in the Financial Industry

TFCU has a strong security focus—both from a personnel and fiscal standpoint. Because it has prioritized investments associated with security and the protection of its people, property and assets, it takes staying abreast of technology innovation seriously.

"My team spends a great deal of time researching new products and solutions, and monitoring the state of the industry—including the continuing adoption of IP and megapixel camera technologies to increase clarity and detail. With our modernization initiative and investments, we keep a keen focus on ensuring our equipment is being maximized, and that we are leveraging our assets to identify and mitigate potential areas of vulnerability inside TFCU," comments Micue.

Another trend shared was the necessity to work with vendors whose systems are on truly open platforms for ease of installation and migration with existing equipment. "Throughout the industry, there needs to be more compatibility among manufacturers to help end-users leverage the technology they have today and build a bridge

for the future,” explains Micue. “Organizations such as OnVIF and other regulations will continue to aid with the industry’s adoption of compatibility.”

A final thought around innovative technologies for the financial industry is video analytics. With automated video analysis applications, finance organizations can track visitors in the lobby, monitor line queues, and set virtual trip wires to help detect potential incidents. “New advances in technology will allow security personnel to be more proactive and less reactive,” says Micue.

Looking Ahead

Tinker Federal Credit Union is ahead of the curve when it comes to adopting cutting-edge technology to help protect its people, property and assets. “We do things that other financial organizations don’t because it provides another layer of support for the security of our organization, employees and members,” says Micue.

A commitment to providing a safe and secure financial environment accelerated TFCU’s selection of Verint’s security platform for financial organizations. World-class support, the prompt delivery of products and services, and the open-platform Nextiva solution that seamlessly integrates with the bank’s teller and ATM operations were contributing factors to the project’s overall success.

Since 2008, Verint has delivered robust surveillance and data capture capabilities to TFCU, making its Nextiva IP networked video portfolio key to the credit union’s commitment to best-in-class member service in a secure environment.

About Verint Video Intelligence Solutions

Verint® Video Intelligence Solutions™ is the worldwide leader in networked video, a “single source” for virtually every facet of video surveillance operations: from cameras, encoders, and intelligent DVRs to video management, viewing, and analytics software.

Verint. Powering Actionable Intelligence.®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions and value-added services. More than 10,000 organizations in over 150 countries use our workforce optimization and security intelligence solutions to improve enterprise performance and make the world a safer place. For more information, visit www.verint.com.



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