Banking and Finance

Software to Improve Security Response

SureView provides a simple-to-use interface for coordinating responses to real-time security events across any campus. All key information about location, the system generating the alert, the procedures that need to be followed, the notifications and reports that must be sent out, is all available in this one, normalized view.

KEY BENEFITS

- Single operational interface for coordinating security response

- Simple action plans enforce policies and procedures

- Audited response – everything the operator *saw, said and did* is tracked in multimedia audit trail

- Coordinate guard dispatch through simple-to-use Mobile App

- Largest library of integrations to leading video, access control, alarm, audio, risk alerts, and mass notification systems

- Integration with Google Maps or ESRI for situational awareness

- Powerful management reporting provides *Insights* to improve response performance

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Industry Overview

Providing centralized security for retail banking and financial institutions involves a unique set of challenges.

These companies often have hundreds if not thousands of locations, each with their own unique layouts, hours of operations, local regulations, and services.

Although parts of the security response are sometimes outsourced (i.e. guard force, burglar alarms), increasingly organizations choose to centralize their response in their own security command center. This ensures control and real-time, situational awareness of threats that could impact their customers, employees, assets, or brand.

Command Center Goals

The goal of a centralized command center for any banking or financial institution is to protect customers, employees, and the corporate brand at public retail locations. The command center performs the central function, coordinating the timely response to security events and dealing with requests for assistance. Command Center operators must be able to:

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1. Identify the nature of the threat or request for help

2. Follow standard security policies relevant to the location and nature of the threat

3. Coordinate the dispatch of field officers, staff, and law enforcement

4. Monitor unfolding incidents and make immediate decisions

5. Record the actions taken in response

6. Send notifications to relevant stakeholders and affected parties

7. Compile post-event action reports

The Challenge

Retail banking locations certainly do not hold as much cash as years past, but they remain a target for bank theft. Panic buttons, alarms, camera surveillance, and guards make up the typical physical security presence. However, the goal for many of these locations is to make security more opaque so that the bank is a welcoming place, almost like a coffee lounge. Banking institutions are less worried about "robbers" stealing money than their customers/members of the public getting hurt at one of their locations. The last thing they want is their brand associated with a life-threatening incident.

Another layer of security involves the locations themselves. Clearly, not every location is identical to the next. For example, in colder climates ATM's are often available in 24/7 enclosed vestibules. These rooms can be a "warm" place and attract loiterers. This can negatively impact the impression of safety when customers arrive to withdraw money late at night. Command centers need to develop procedures to identify when someone is loitering and take steps to move them along.

Additionally, many banks operate internationally, where the services they offer can differ greatly to retail banking in America. The differences in these markets can impact the operators in the command centers as they need to follow different procedures, response plans, and connect to a new set of security systems. Operators may be dealing with additional challenges such as language barriers, unfamiliar police procedures, and a lack of familiarity with both the location and the staff. At a time when seconds matter, any one of these processes or systems can impact a timely response.

Finally, when it does come down to theft, the most recent threat comes from credit card skimmers on ATMs.

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These devices look just like a credit card slot and are designed to "skim" the details of the card so that the thieves can fraudulently obtain access to a customer's account and drain it.

The Solution

As you can see, the challenges facing a banking or financial retail business are complex and varied. Fortunately, the solution is streamlined and simple.

SureView Systems provides a single-pane-of-glass interface to coordinate responses to real-time security events.

1. It automates many of the time consuming manual processes of an operator while providing the capability to enforce policies as part of the response.

2. The platform integrates with leading video, access control, alarm, mass notification, risk alerting, case management, and mapping platforms. Whether old or new, from this manufacturer or that, the United States or across the world, the systems work together seamlessly in SureView's single-pane-of-glass interface.

3. It records everything operators saw, said, and did so that reports are generated automatically.

4. It can automatically alert key stakeholders.

5. Its dramatically enhances situational awareness by honing in on just the cameras near an event. It utilizes mapping technology from Google Maps or ESRI so that even if an operator has never been to a location, they still have excellent situational awareness and a clear 'window' onto an unfolding situation.

Focus On What's Critical

For the operator in the command center it all starts with an event. Whether it comes from a physical system or is a tip from an employee, SureView's single interface standardizes and speeds up response to critical security events. When an event is received SureView

immediately groups, prioritizes, and automates actions— only showing critical events that need operator action. Once an operator picks up an event, all the relevant information they need is already there in a single screen—maps of the retail location, action plans to be followed for the specific event, the local contact information to call for assistance, and instant streaming from nearby cameras

The Action Plan is Key

It's not uncommon for organizations to have complex procedures in place as to how they want their team to respond to any given event. Often the problem with these is that not only are they complex, but they're also inaccessible (i.e. binder under a workstation) or not easily enforced. SureView simplifies these into instant on-screen, action lists or checklists that provide operators with an easy way to consistently and immediately respond to events. This ensures that no time is wasted hunting around for procedural lists or instructions.
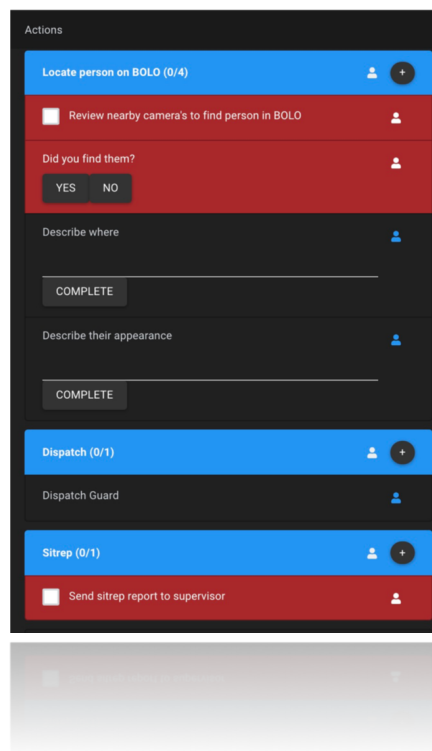
Where is just as important as What

To provide valuable situational awareness SureView connects to any of the various security systems at the retail location and normalizes these feeds. Imagine being an operator on the front line: if you have to jump back and forth between multiple different systems,

response time is bound to be impacted. Behind the user interface (UI), the platform is designed using integration plugins that connect to the over 500 disparate systems and—in the case of video, for example—normalize these streams.

Now, from an operator's perspective all video looks and performs the same, regardless of what system it originates from. This same normalization occurs with all systems that SureView integrates: fire alarms, building management alarms, and any request for assistance, all come into a single alarm queue.

The operator hasn't taken their focus off the response because SureView has given all the key stakeholders the information they need.

From start to finish, across cities or internationally, using old systems or new, SureView integrates, streamlines and speeds up response.

For more information on the full set of features please visit www.SureViewSystems.com

From the operators perspective they have only a single response interface to learn and there's never any need to jump back and forth between subsystems—saving precious seconds and minutes.

Keeps Everyone in the Loop
SureView also can be used to automate many of the manual actions of the command center. This can include automatically recording nearby cameras on alarm, creating post action reports, or sending out notifications. One simple example of this is what we call a SitRep Report. This report is automatically generated and used by operators to send key stakeholders a "Situation Update" of an evolving event. This is particularly useful when an event is escalating.

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