

# Texas Dow Employees Credit Union

## Opportunity

Founded in 1955, Texas Dow Employees Credit Union (TDECU) is a not-for-profit financial cooperative with more than 186,000 members and more than \$2 billion in assets. As the fourth largest credit union in Texas and the largest in the Houston area, the organization is committed to providing the highest quality service and financial products to its members.

One of TDECU's key initiatives is a focus on deterring threats, fraud and robberies. The company's executive team directed security leaders to ensure the safety and welfare of its members, employees and the community at large by implementing robust technology systems and strong security policies.

"Crime is changing, and fraudsters often seem to be a step ahead of us," comments Jason Miles, Director of Security and Investigations, TDECU. "As we continue to grow, we require systems that are capable of scaling with us and allow us to combat fraud as it is happening."

## Solution

With 56 total locations, which include service centers, mortgage and real estate facilities, and 35 retail branches, TDECU sought to upgrade its video surveillance system to accomplish security and crime reduction initiatives. The company required a technology solution that would expand as the company grew, both through organic growth through mergers and acquisitions. Working with systems integrator Diebold, the credit union chose a digital video recording solution from Verint® Systems.

The surveillance system is driven by Verint EdgeVR®, a powerful network video recorder that delivers hybrid analog/IP capabilities and a range of analytic rules to address retail banking and corporate facility needs. Designed for geographically distributed operations, EdgeVR is well suited for financial institutions. Advanced capabilities include high-quality imagery, optimized bandwidth utilization, a secured embedded operating system and industry-leading interfaces.

TDECU also leverages Verint's Vid-Center™ and Op-Center™ client software the digital video recorder / networked video recorder (DVR/NVR) configuration, live and recorded video viewing, and event search. With this platform, the credit union can view video alongside events and see multiple camera views associated with events simultaneously. Other features include instant alerts and surveillance analytics, and multiple DVRs can be managed at a single site or across several sites as one system.

# TDECU

YOUR CREDIT UNION



### Customer

Texas Dow Employees Credit Union



### Industry

Banking



### Solutions

Verint EdgeVR  
Verint Vid-Center and  
Op-Center  
Verint IP Cameras



### Region

United States



### Results

- Proven video recording and management solution provides quick access to data.
- Credit union empowered to be more proactive with its security measures.

## Texas Dow Employees Credit Union

*“We are staged for incredible growth, and we have the surveillance system in place to handle that growth.”*

– Jason Miles, Director of Security and Investigations, TDECU

“We require technology that keeps pace with our growth, and what I immediately discovered is that the Verint solutions are infinitely expandable,” Miles says. “Verint delivers proven solutions. We trust that the technologies will work as designed and are optimized for use in the financial sector. TDECU requires a stable platform that brings value to the systems we are already using, and Verint delivers the reliability and high availability we require.”

TDECU is in the process of upgrading its surveillance cameras to Verint’s IP cameras across its network of branches. It is focused on upgrading high-risk and high-traffic locations — such as entrances, exits and teller windows — and plans to expand the use of the new IP cameras throughout the infrastructure.

### Results

The Verint solution plays a significant role in helping to solve crimes. TDECU has been fortunate, experiencing only three robberies in its history. But when an event occurs, the surveillance platform is pivotal in closing investigations quickly. In a 2012 robbery at a Houston branch, the perpetrator was in and out of the location in less than 45 seconds. By the time the police arrived on scene, TDECU security personnel had already burned video of the incident onto a DVD and had still images ready.

“The FBI was impressed at what we were able to provide with our Verint system,” Miles says. “It was the first time they had video in hand before they left the site of a robbery.”

Armed with this information, law enforcement was able to quickly use the details provided by Verint’s comprehensive software and successfully prosecute the criminal. TDECU is able

to ensure a proactive approach to security by leveraging the software to detect the most critical security events or potentially fraudulent activities across the organization.

Using the EdgeVR solution, TDECU captures high-quality video images while optimizing bandwidth and storage, and capitalizing on flexible video search capabilities. The platform is also intuitive to allow new team members to learn the system with a limited investment in training. As a result, TDECU achieved a return on investment by speeding up investigations while reducing total cost of ownership and operation.

Due to its investment in innovative and proven technology, TDECU boasts a recovery rate of more than 80 percent. “Our high criminal prosecution rate is in part due to our surveillance system and the robust coverage we have throughout our locations,” Miles comments. “Not only do we have a paper trail, we have the video to support the transactions and to identify the individuals if they deny their involvement. Our surveillance system is a significant part of our security posture, and it has helped us close cases quickly, resulting in continued support from our executive team.”

TDECU is on a rapid growth path, focused on expanding its capabilities and branch network to meet the evolving financial needs of its approximately 186,000 members. The company’s goal is to have one million credit union members by 2030.

“We are staged for incredible growth, and we have the surveillance system in place to handle that growth,” Miles says. “With Verint, I have a system that is optimized for today’s security needs and can easily scale to meet the demands of tomorrow.”

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