

# Navigant Credit Union

## Opportunity

Navigant Credit Union has a rich history of providing financial services throughout Rhode Island and has served the Blackstone Valley area for more than 98 years. With 13 locations and more than \$1.4 billion in assets, Navigant is among the largest credit unions in the state of Rhode Island.

Navigant Credit Union is a leader in the deployment of advanced technology and has embraced technology migration at many levels. Its branches are typically around 4,000 square feet and CCTV cameras monitor all areas, with a mix of analog and Verint® IP cameras. Each location has an average of 30 cameras to monitor the parking lots, vault lobby and teller lines. Navigant also uses cameras to track all transactions, capture images of members signing documents in the office, and monitor the perimeter, as well as entrances and exits.

## Solution

Navigant wanted to replace its legacy surveillance technologies. Often, operators were unaware of video problems for extended periods of time, and individuals had to physically inspect the digital video recorders (DVRs) to determine if the cause was a connection issue or hard-drive failure. Additionally, legacy analog cameras provided pixelated images that could be challenging to use in investigations.

While looking for a new system, Navigant evaluated the Verint Nextiva® EdgeVR®, an IP-based hybrid network video recorder. Its systems integration partner, Red Hawk Fire & Security, worked closely with Verint's regional sales team to provide an on-site demonstration of the equipment and its capabilities.

"After reviewing the system, we found the Verint Nextiva solution to provide more value than solutions from other providers of enterprise-class digital recording devices," says Jim Drake, facilities manager, Navigant Credit Union. Since then, Navigant has been transitioning to Verint's suite of video solutions in all its branches.

Today Navigant uses the EdgeVR, which can interface with both analog and IP cameras. This can enable Navigant to transition to an all-IP network as budgets allow. A high-capacity modular storage systems can be swapped out easily, without interrupting the video. Verint's EdgeVR solutions are camera-agnostic and can support a range of analytics specific to the needs of retail banking and corporate facilities.



### Customer

Navigant Credit Union



### Industry

Banking



### Solutions

Nextiva EdgeVR, Nextiva Vid-Center and Op-Center, Nextiva IP Cameras, Gold Maintenance Plan



### Region

United States



### Results

- Delivers enterprise-class video management capabilities at a cost-effective price point for budget-conscious institutions.
- Provides system health monitoring to help ensure maximum uptime.
- Enables more proactive security measures.

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*– Jim Drake, Facilities Manager, Navigant Credit Union*

In its newer branches, Navigant is using Verint S5020 high-definition (HD) cameras instead of analog pan-tilt-zoom (PTZ) cameras to monitor exterior areas. Navigant has also deployed a robust network of Verint IP cameras at teller lines, lobbies and offices. Two Verint S5020 cameras can replace each PTZ and provide constant coverage of a larger area, without the risk of a camera being pointed the wrong way when an important event happens. In addition, zoom capabilities from the higher-resolution fixed cameras can provide greater detail for identification.

Maximizing the value of video in the financial sector, Nextiva's Vid-Center™ client software provides video functions that include digital video recorder/network video recorder (DVR/NVR) configuration, live and recorded video viewing, event search, system logs, and firmware updates. Video can be viewed simultaneously alongside events and multiple camera feeds. Thumbnail searches can help operators locate video quickly, even if it isn't associated with an event. Privacy masking protects sensitive areas, such as PIN pads and vault combinations, a popular feature given the increased use of megapixel cameras that capture greater detail. Multiple DVRs on a single site or across multiple sites can be managed as a complete system.

## Results

The ability to retrieve and share captured video quickly is critical after a security event—a lesson Navigant experienced firsthand when its Central Falls branch was robbed. Its Nextiva surveillance system made it easy to export video using a USB drive inserted into the front of the DVR unit, instead of requiring an operator to spend time burning a DVD.

Navigant also uses video for fraud and compliance investigations. Investigators can retrieve data based on an account or transaction number to quickly retrieve an associated image of a specific transaction. They then can refer to the account information to determine if the person is authorized on the account, if he or she is a family member of the account holder, or if an unauthorized transaction occurred.

“Verint's ATM data capture interface is easy to configure and manage,” says Jim Drake. “The interface masks data captured from ATM transactions appropriately and then associates it to related video of the transaction.”



In the future, Navigant Credit Union hopes to use some of the advanced video analytics from Verint for counting people and tracking customer patterns. However, it is already finding that Verint solutions can improve business operations beyond security. For example, after hours, the new systems enable Drake to monitor the activity of cleaning subcontractors, making sure they perform designated tasks and that only authorized people are allowed in the building.

Verint video surveillance solutions prove their value every day at Navigant Credit Union. Growing adoption of new video capabilities is helping the credit union unlock greater value and keep its branches, customers and employees more secure while providing its security teams with new operational efficiencies.



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