SUCCESS STORY

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Sparkasse Kraichgau puts its trust in SeeTec video management

Project details

SPARKASSE KRAICHGAU

Property type:	Bank branches
Cameras:	409
Installer:	SPIE Deutschland System Integration GmbH
Products:	SeeTec Enterprise SeeTec CIT module SeeTec Finance module SeeTec Analytics Basic

Requirements:
> Centrally managed system
> Branch security
> Video surveillance at automated teller machines

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Using cameras for documentation purposes is a sensitive topic, particularly in the banking sector. Regulations and laws stipulate that the banks have to monitor all transfer transactions consistently. At the same time, discretion and protecting personal rights are the top priority for financial companies. The progress in the IP video sector supports both aspects and therefore creates a safe environment for employees and customers, keeping data protection in mind all the while.

▪ THE TASK

According to the German accident prevention regulations (BGV – tills), in the banking sector, surveillance cameras must be installed wherever employees come into contact with cash. Sparkasse Kraichgau has already been using video surveillance for some time.

Up until now, each branch used an isolated solution. However, as administrating these systems has proven to be confusing and difficult over the years, a solution that could be managed centrally was required. Sparkasse therefore decided to introduce a central system which would be used to operate all branches. At the same time, the intention was to supplement and gradually replace the existing analogue hardware with modern network cameras. The image data was to be held on an internal server at Sparkasse Kraichgau.

▪ THE SOLUTION

Sparkasse Kraichgau appointed Karlsruhe-based SPIE Deutschland System Integration GmbH for the gradual changeover in 2009. To bring the existing individual installations together in one system, SPIE opted for a network-based system: this was the only way to implement the cross-branch system approach in a simple manner.

For this, the installer chose IP cameras and encoders from Axis Communications. When it came to video management software, SPIE recommended SeeTec GmbH's solution. Its open and flexible system concept makes it possible to expand the basic software in line with your needs using a wide range of different modules, meaning that it can be integrated extensively into the business processes of the financial institute. The software is also certified to the BGV/UVV guidelines for the use of optical room surveillance systems in banks and credit institutions. In other words, SeeTec provides an individual and scalable solution which adapts to the requirements of the banking sector without any difficulty.

▪ THE RESULT

Currently, 36 branches have been switched over to the new system with a total of 280 cameras. The recordings from the branches can be retrieved via a central server based in Bruchsal. As a result, the system administrator is able to call up faults, messages and live images directly at his work place. This means the suitable measures can be implemented promptly.

While cameras and the offensive approach were mostly used to prevent bank robberies and to deter potential thieves in the past, card fraud has increasingly become the focus of surveillance in the meantime. The branches primarily document transactions at automated teller machines. Currently, the analogue cameras from the ATM manufacturers are often still used for this purpose. These are integrated into the network using an encoder – the analogue signal is therefore converted into a digital signal, which is sent to the main office. According to the data protection guidelines, surveillance at automated teller machines must be discrete. In other words, the secret PINs typed must not appear in the image and the recorded data may only be stored for a limited time. On top of this, the recordings may only be analysed in genuine suspicious cases. Thanks to its BGV/UVV certification as well as numerous data protection functions, it goes without saying that the SeeTec software will handle data and recordings in a legal manner. However, if there is a case of fraud, the SeeTec software can assign the image data to a posting transaction and a card number. As a result, 98% of cases can be reported to the police. The BGV-certified surveillance cameras at the Sparkasse employees' counters ensure that they are protected against robberies and prevent fraudulent cases.

▪ THE CUSTOMER

"The video surveillance does not just make our day-to-day work easier – it also means that we can react to events quickly. We are completely satisfied with the result and in the future, we plan to convert the entire video surveillance system to a combined solution made up of SeeTec software and Axis network cameras."