



Danske Bank Deploys Networked Video Surveillance

Copenhagen-based Bank Operates 627 Branches in 15 Countries

When Copenhagen-based Danske Bank went looking for a new video surveillance system in 2006, it had some very explicit requirements.

First and foremost, management wanted a networked solution that would allow fraud investigators to access video without having to get in their cars and travel hundreds of kilometers to a retail branch. Danske Bank also insisted on a robust health monitoring capability, high-quality audio recording and something other than a Windows operating system.

“There were a very limited number of recorders that could satisfy our requirements,” said Danske Bank Group project manager Tonny Henriksen.

The search led Danske Bank’s Copenhagen-based systems integrator, Niscayah, to March Networks’ Linux-based 4000 C Series hybrid recorders, which met all of management’s detailed requirements.

“We worked very closely with Danske Bank to understand their needs and recommend a video surveillance system that would fulfill their requirements,” said Jan Garst, Managing Director for Niscayah operations in Denmark.

A Northern European full-service financial institution, Danske Bank Group operates 627 retail branches in 15 countries, including 297 branches in Denmark, 117 in Finland, 72 in Northern Ireland, 46 in Sweden, 40 in Norway, 31 in the Baltic states and 28 in the Republic of Ireland.



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Vice-President, End-User Technology, Danske Bank

The Group operates in Norway as Fokus Bank, in Northern Ireland as Northern Bank, in Finland and the Baltic states as Sampo Pankki and in the Irish Republic as the National Irish Bank.

Prior to the deployment of the March Networks solution, Danske Bank Group relied on a wide variety of earlier generation, standalone recorders.

“The requirement for a networked solution came from our people at Fokus Bank in Norway, who had to travel long distances to retail branches around the country every time there was an incident requiring video evidence,” said Tom Soderholm, Danske Bank Group’s Vice-President of End-User Technology. “With a networked solution, they can retrieve video from the most isolated branches without ever leaving the comfort of their office. It saves time and money and is a major improvement over what we had before.”

The insistence on a Linux operating system came from Danske Bank Group’s IT department, which didn’t want to have to be bothered by the constant patching, antivirus updating and other performance issues common to Windows.

The group began deploying March Networks 4000 C Series hybrid recorders in 2007 and continues to roll them out across its vast retail network. This past June, for example, it deployed 23 NVRs at its headquarters in Copenhagen.

Security staff at the individual branches have access to live and archived video, but fraud investigators are also able to access, review and copy video clips remotely.

“The hybrid solution offered by March Networks allows us to use both analog and IP cameras,” said Henriksen. “Strategically placed IP cameras in the branches provide us with higher resolution video and a broader image of a branch’s

interior, while still allowing us to zoom in on a suspect.”

The 4000 C Series hybrid NVRs support up to 16 analog and eight IP cameras and accommodate up to four 2 TB hard drives for a total 8 TB of storage. Support for H.264 video compression or MPEG-4 compression with March Networks’ industry-leading Adaptive Compression Technology, make for efficient bandwidth and disk space usage. The unit also features March Networks’ unique docking station architecture, which facilitates installation and maintenance.

The video surveillance solution manages all of the usual risks commonly faced by financial institutions, including ATM and check fraud.

Video is retained for between 30 and 90 days, depending on the legislated requirements in each individual country.

Danske Bank chose March Networks’ optional Enterprise Service Manager (ESM) software, which provides security managers and network administrators with sophisticated tools to manage recorders and monitor their performance. The server-based ESM provides Danske Bank with centralized management of their entire video surveillance infrastructure and automatically emails system administrators in the event of a malfunction.

“We’re pleased with our March Networks video surveillance system,” said Soderholm. “It performs immaculately and it’s easy to use, which is important to us because many of our employees at the branch level aren’t technically proficient.”

Next steps for Danske Bank Group include the deployment of March Networks Command Enterprise and SiteManager software. ▼

Danske Bank

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www.danskebank.dk



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