

Due Diligence Pays Off



Republic Bank Insists on Quality Video Surveillance Solution to Combat Crime

Sorting through dozens of vendor offerings in search of the best video surveillance solution is a risky business. A wrong decision can result in expensive maintenance costs, downtime and less than optimum performance.

Wayne Gomes, Senior Manager of Operational Risk with Republic Bank, one of the largest financial institutions in the Caribbean, knew there was a lot at stake in the selection of an enterprise-wide video security solution. He also knew that getting it right required a disciplined procurement process and due diligence.

Republic Bank boasts group assets of \$31.6 billion, has 47 branches in Trinidad & Tobago and owns affiliate financial institutions in Barbados, Grenada, St. Lucia, the Cayman Islands, Guyana and the Dominican Republic.



Port of Spain, Trinidad

Gomes joined the Operational Risk department of Republic Bank in 2004 with a background in banking and IT.

“I wasn’t familiar with CCTV systems, so I did a lot of research, I read a lot and tried to get a feel for the systems that were out there,” he says. “I also did a survey to determine what our requirements were and looked at some of the risk issues we had at our branches and particularly at our ABM systems, where we had a lot of problems with fraud.”

Gomes developed a list of specifications based on his research and issued a tender to seven suppliers, two of whom recommended March Networks™ solutions.

Quality was a key requirement because of Trinidad & Tobago’s high crime rate and the importance the bank placed on using video surveillance to combat it.

“Taking everything into consideration, including capabilities and cost, we came to the conclusion that March Networks and its local representative, Video Surveillance Ltd., offered the best solution.”

Wayne Gomes
Senior Manager, Operational Risk
Republic Bank

“My policy was to look for the best,” says Gomes. “If it was affordable, I would go with it. If not, I would go for the next best, because cost is a factor too.”

Another important requirement was storage. Republic Bank had a legal requirement to store video for six months, but wanted a solution that could accommodate between

nine and 12 months. March Network’s ability to offer an external RAID option was decisive.

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The team at Video Surveillance took the time to understand the bank’s requirements and spent many hours fine tuning the recommended solution to give the bank the best approach to dealing with its security concerns. This demonstrated Video Surveillance’s great customer service and its strong commitment to representing March Networks throughout the Caribbean region.

One of the key aspects of the March Networks solution is its ability to utilize the bank’s corporate backbone without affecting the speed, operation or performance of its network.

Due diligence

To help with the bank's due diligence, Video Surveillance flew Gomes to Cincinnati to meet with his counterparts at Fifth Third Bank, a March Networks customer with 19 affiliates and more than 1,100 branches in the U.S. Midwest and Florida.

"They were very helpful," says Gomes. "They took us into a conference room and gave us an online tour of their branch network, pulling down video from a branch in Florida and showing us video clips of robberies and other incidents. One thing that really impressed me was March Networks' openness to system improvements that were recommended by Fifth Third. That's something you don't find very often."

Video Surveillance, a March Networks' Certified Solution Provider, began installing 4000 Series DVRs at Republic Bank's 47 branches and 90 standalone ABMs in Trinidad and Tobago in May 2006.

It didn't take long for Gomes and his staff to begin providing the police with quality images of fraudsters and thieves. Republic Bank is successfully combating ABM scams with the help of its March Networks video surveillance technology. In one scam, a thief

inserts something into the ABM's card slot to trap a customer's card, captures the personal identification number while pretending to offer help and then returns to extract the card after the customer leaves.

"All it takes is a bit of X-ray film, some glue and a screwdriver," says Gomes.

Purse snatchings and holdups outside banks and bank machines are also a problem, but cameras covering carparks and sidewalks have proven effective in capturing video of the perpetrators.

In one incident, a suspect broke into a bank on a weekend by kicking in a window. He set off the alarm and ran off empty-handed before police arrived on the scene. Not only did the video surveillance system capture an image of the person, but by reviewing the video, the bank was also able to tell police exactly where they could find his fingerprints.

To speed up video searches, Republic Bank is also anxious to take advantage of the March Networks Banking Assistant, a module of the Enterprise Management Suite that allows investigators to search archived video using bank machine transaction data

and view transaction details and associated video in the same user interface.

Republic Bank's disciplined procurement process has paid off.

"In the short time that the system has been operational," says Gomes, "we've been able to identify a lot of these fraudsters and the police have been successful in laying charges against them." *

Video Surveillance

Video Surveillance Limited

(www.videosurveillancewi.com) is a security systems integrator with offices in St. Lucia, Grenada, Barbados, Antigua & Barbuda, Dominica, St. Kitts & Nevis, St. Vincent & the Grenadines and Trinidad & Tobago. The company is affiliated with March Networks' Caribbean manufacturer's representative, CCTV Center, based in Castries, St. Lucia. To contact a sales representative, please call: +758 452 7139 or email joe@cctvinfo.com.

Republic Bank

Republic Bank (www.republictt.com), based in Port of Spain, Trinidad, is one of the largest financial institutions in the Caribbean. The bank has assets of \$31.6 billion and operations in Trinidad & Tobago, Barbados, the Dominican Republic, Guyana, Grenada, St. Lucia and the Cayman Islands.



photography by Mark Lyndersay