

An Informed Decision

Scotiabank Inverlat Selects March Networks Systems Following Exhaustive Testing

When the Mexican federal government mandated that all of the country's banks install networked digital video recording systems and image transmission over a four year period ending in 2006, Scotiabank Inverlat set in motion a comprehensive evaluation program to find the ideal system for its more than 400 banking branches.



Ultimately, Scotiabank Inverlat selected March Networks™ 4000 Series DVRs and Enterprise Management Suite software for a phased deployment to all of its branches. The solution offered advanced capabilities for monitoring and managing the health and performance of the entire digital video network, including cameras, hard-drives and the recording units themselves. It also provided the functionality required to comply with the stringent government legislation regarding the automated transmission of images to Scotiabank Inverlat's central station and to authorities.

The bank's decision to use the March Networks solution was the result of an exhaustive process that tested every aspect of the system's performance and left no doubt it was the best fit for the needs of the financial institution.

According to Ing. Edilberto Hilario, Scotiabank Inverlat's technical security manager, the bank brought together systems, communications and security representatives to form an evaluation committee. The group established a four-phased process to evaluate technical specifications, and then started the process of examining 25 competitive digital video systems.

"In this first evaluation stage, we looked at the characteristics of each system to see if it could meet our basic requirements," recalls Hilario. "Efficient image streaming was very important, as we needed to be able to transmit images from any branch location to our central station over a 64 kb/s network connection.

"We also needed a minimum of six months of storage to meet government legislation, as well as our own internal policies. In addition, we needed very high quality images that would enable us to clearly identify a person or interpret an event."

Testing

About half of the original group of systems made it through to the second stage in the process, which entailed testing the equipment in a simulated network environment. The lab testing narrowed the field further,

as Scotiabank Inverlat's technical security advisor Ing. Alejandro Ortiz explains.

"The lab tests were critical to identifying which systems were most reliable on the network and which could meet the standards they had promised. Our systems and communications colleagues also spent a lot of time looking at how each system might potentially impact our day-to-day business communications.

"The March Networks system performed very well on the network," he continues. "As well, the system allows us to set bandwidth consumption to ensure image transmissions do not impact our business-critical data networking."

Hilario says the group selected the March Networks solution based on a number of factors, including its high quality video images, technical compliance, excellent video transmission and network performance, and enterprise-level management software.

The third step in Scotiabank Inverlat's evaluation saw the six remaining systems placed at branches for field trials. At this point, says Hilario, the committee was looking for operational issues that might arise during the month-long trials.

In the end, the committee presented three systems, including the March Networks system, for final selection to a larger decision-making body, which also included security colleagues from Scotiabank Inverlat's Toronto-based parent company, the Scotiabank Group.

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Management software

The Enterprise Management Suite provides

Scotiabank Inverlat with a fast, powerful set of software tools that streamline the configuration and management of its large DVR network. The software offers unlimited scalability and provides administrators with specific client assistants that allow them to efficiently monitor and proactively maintain the health, configuration and performance of the digital video network from a central location.

"We also liked the March Networks alarm module, which provides staff and customers in our branches with an added level of protection," says Hilario. "In an emergency situation, a staff member can simply activate a wireless or fixed panic button at the location and the software automatically

pushes that image to staff at our central station to alert them to the event. It also flags the event so the recorded video can be easily found and provided to authorities."

An additional benefit, he says, was the fact that Scotiabank Inverlat had a long-standing relationship with the March Networks certified systems integrator, Sonic Mexicana, S.A. de C.V. and was confident they would provide quality service and support.

Scotiabank Inverlat began its phased DVR deployment in early 2005. To date, 190 systems have been installed. Each DVR is connected to as many as 12 cameras and offers 500 GB of internal storage to meet the bank's six-month storage requirement.

The bank expects to complete the entire rollout by the second half of 2006, and will then initiate a second program to install March Networks DVRs in its corporate locations. It is also examining integrating the



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systems with its automated teller machines (ATMs) using March Networks transaction monitoring software.

While the systems have been introduced primarily to enhance security, they will also help Scotiabank Inverlat improve efficiencies and reduce operational expenses, says operative security manager Ing. Rogelio Villegas.

“Having worked on both the technical and operations sides of security, I can see this networked system offering us numerous benefits,” he says. “Our internal investigators, for example, are already using the systems to help them resolve incidents more quickly. Perhaps soon we will also access the video to fine-tune staff training and further improve customer satisfaction.” ❀



Scotiabank Inverlat (SBI)

Grupo Financiero Scotiabank Inverlat (www.scotiabankinverlat.com), one of Mexico's ten largest banks, operates more than 400 bank branches and nearly 1,000 ATMs nationwide. It offers a broad range of financial, banking, foreign exchange, and securities market analysis products and services to individuals, commercial banking clients, and corporations. Scotiabank Inverlat is owned by the Scotiabank Group, a global financial services company headquartered in Toronto, Canada.



Scotiabank Inverlat's Edilberto Hilario, Alejandro Ortiz and Rogelio Villegas (first, third and fourth from left) with Jaime Oliva Reyes (second from left) from Sonic Mexicana at March Networks' corporate headquarters

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