

MARCH NETWORKS

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# news

**Bank of Hawaii**

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## Bank Turns to Intelligent Video for Security, Operations and Business Continuity

Stormy Weather:  
Video helps bank  
respond to hurricane

ShopRite grocer  
moves from  
"Model T to Ferrari"

Searchlight for  
Retail now available  
as a hosted service



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# Helping Micro-Verticals Solve Unique Business Challenges

As I take a quick scan through industry publications, I am always impressed by the detailed specifications that vendors include in their advertising to distinguish themselves from the competition. The goal to out-specify competitors has been around a long time, and is an important element of product development strategies across our industry. The reality, however, is that the law of diminishing returns is making it increasingly difficult for companies to continue to invest in designing higher resolution cameras or higher capacity storage as a way to gain advantage with customers.

While we fully understand the need to produce high-performing products at March Networks®, our focus is always on ensuring that our products and services solve specific business problems and can deliver a clear return on investment. To achieve these goals, our teams spend considerable time analyzing the market and talking to customers about their day-to-day business issues. From this research, we identify markets that we call “micro-verticals” that can benefit from our combined enterprise video and IoT / data analytic platforms. A micro-vertical is a niche speciality market within a larger vertical market. As an example, retail is made up of several different types of businesses and services, including convenience stores, quick service restaurants, big box and department stores, and speciality retail. While they are all considered retail, each faces a unique set of challenges and business problems.

Earlier this year, we launched Searchlight for Retail as a Service. We created this secure, hosted solution to meet the unique challenges of convenience store and quick service restaurant franchisees, and make it easier for them to deploy and maintain an intelligent video solution. The service combines our video, analytics and point-of-sale transaction capture to provide operators with a complete view of their business — from customer service and operations to advanced loss prevention. You can read more about this new offering on page 16.

Also in this edition of *March Networks News*, we introduce you to another of our micro-vertical solutions, which focuses on solving the complex compliance requirements of the rapidly growing cannabis market.

The global cannabis market is expected to grow to \$146 billion by 2025, according to Grand View Research. As grow operations spring up in multiple states, and countries move to legalize both medicinal and recreational cannabis use, governments are imposing strict regulations to ensure that plants are closely tracked during the growth and dispensing processes. Early on, our company recognized the security and operational requirements of this tightly-regulated industry, and evolved our offering to provide unique seed-to-sale tracking and compliance capabilities. We developed a strong video and RFID data integration in our Searchlight software, for example, that enables operators to better track RFID-tagged plants as they move through the cultivation process — a legal requirement in several U.S. states.

At the dispensary level, a similar integration with video and point-of-sale data improves loss prevention and investigation significantly, while our purpose-built mobile video recorders deliver complete surveillance coverage as inventory is transported from cultivation facilities to dispensaries. This unique end-to-end solution has positioned March Networks as the leading security provider to the cannabis industry, and has led to one of the world's leading cannabis producers selecting March Networks for a rollout across Canada, as we share on page 23.

Thank you for your time, and I hope you enjoy reading this edition.

**Peter Strom,**  
President and CEO,  
March Networks







# inside

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# Bank of Hawaii Invests in Video Data



**BRIAN ISHIKAWA HAS ALWAYS KEPT TIGHT CONTROL** over his video surveillance system, allowing only authorized personnel within his corporate security division to access video footage.

So it was a change for Ishikawa, Senior Vice President and Director of Corporate Security for the Bank of Hawaii, to get used to the idea of authorized staff from the bank's branch division being able to review video for operational, compliance and marketing-related purposes. The insights collected from the video are helping the bank make more strategic decisions about staffing, customer service and even future branch design.

"Our March Networks surveillance platform is providing us with some significant business and non-security-related uses," Ishikawa explained.



Bank of Hawaii, which operates 69 branches and 373 ATMs across Hawaii, American Samoa and the West Pacific, is currently using March Networks Searchlight™ for Banking software to gather business intelligence at its branches. Searchlight's mix of surveillance video, teller/ATM transaction data and analytics delivers valuable insights into the bank's operations, as well as helping to enhance security and uncover fraud.

"Our branch division folks look at the data to get ideas on how we should do our branch operations or staffing differently," he said. People counting data — collected by FLIR Brickstream3D sensors integrated with the Searchlight software — tells them which entrances and exits are most used so they can place marketing materials in high-traffic areas. The information is also being





used to help determine future branch layouts. Queue length and dwell time data, meanwhile, help them understand their busiest time of day, and day of the week, so they can staff branches appropriately.

"It's a huge plus for us," said Ishikawa. "Our executive management team can see the benefits of the video solution, and the future possibilities for this data."

A forward-thinking bank that's keen to try new technology, Bank of Hawaii began exploring Searchlight after its success with March Networks' other video surveillance products. The bank first started using March Networks systems in 2015, when it was time to upgrade its legacy DVRs.

At the time, Bank of Hawaii was relying on two different video platforms, and it wasn't happy with their performance. After


enlisting the help of a consultant, and doing his own research at security tradeshow, Ishikawa says the decision to go with March Networks was clear.

"I remember asking some of my banking counterparts, 'Hey what are you guys using?' And they strongly recommended March Networks," he recalled. The consultant came to a similar conclusion.

"He said, 'March Networks' products are really engineered for the banking environment,' so that helped us make the decision."

Bank of Hawaii is currently using March Networks 8000 Series Hybrid Network Video Recorders (NVRs) in about half of its banking branches. The Linux-based devices provide reliable video surveillance recording and management, and are also easy to service, ►

**People counting data integrated with the Searchlight software tells Bank of Hawaii staff which entrances and exits are most used so they can place marketing materials in high-traffic areas. The information is also being used to help determine future branch layouts.**



which is a huge bonus for Ishikawa and his team. In addition, the 8000 Series rack mount units feature an innovative “dock and lock” station that allows technicians to easily remove and service the recorder while leaving all rear connections clean and organized in place.

“With other companies, you have to power down the recorder for several minutes to service it, and that means unplugging and re-plugging all the inputs. You miss a number of minutes of recording during that time. With March Networks, we’re able to just pull out the hard drive and pop in another one without taking the NVR offline,” he said. “That’s huge for us.”

According to Ishikawa, Bank of Hawaii also appreciates the 8000 Series’ hybrid support, which allowed the bank to continue using its existing analog cameras, and the motion histograms in March Networks Command video management software, which show Ishikawa and his team where

motion occurred and helps them rapidly locate video evidence.

“Command’s modern interface is really user-friendly, and it’s very easy to find video,” said Ishikawa. “When someone is telling you, ‘Hey we had a problem at this branch this morning, I don’t know what happened, but it must have been around this time’, we’re able to find that video much more quickly on a March Networks platform.”

The bank’s high resolution cameras also make it easy to discern important details. In its newer branches, Bank of Hawaii is using March Networks ME4 Series IP cameras, which capture 4MP images and feature high dynamic range technology to optimize image quality in both low and bright light. The bank is also using Oncam 360° cameras for high-resolution panoramic views.

For security at its bank machines, Bank of Hawaii has installed MegaPX ATM

Cameras, which are purpose-built for ATMs. Video is integrated with the bank’s ATM transaction data in the Searchlight software for rapid investigations into customer complaints and potential fraud.

“It’s so easy to search,” said Ishikawa. “It takes us exactly to that transaction and the associated video so we can figure out what transpired.”

The bank is also integrating its teller transaction data with video in Searchlight for more comprehensive oversight of its branches. The combination of video, transactions and analytics helps it get a more holistic view of its services.

“Transaction data is not always indicative of how busy a branch is,” Ishikawa said, noting that lengthier conversations at the teller counter often create value because the customer returns later to access another bank product or service. Having video and analytics is an added layer of information.



**“[Searchlight for Banking is] a huge plus for us. Our executive management team can see the benefits of the video solution, and the future possibilities for this data.”**

— **Brian Ishikawa**, Senior Vice President and Director of Corporate Security, Bank of Hawaii





Being able to remotely access video also helps Ishikawa's security team conduct virtual patrols. This saves them both time and money.

"In the past, whenever there was an issue, we had a uniformed security member head out and physically check the branch. But with virtual patrols, we can do fewer physical visits and, when we do visit, it's a more meaningful visit."

The security team, for example, can keep an eye on issues with vagrancy and loitering by simply logging into the Command software. March Networks video has helped the bank successfully address some of these issues.

In one case, a person was routinely visiting a branch and causing disruptions by yelling and throwing deposit slips on the floor.

"We don't always know the situation, but if a person is yelling or displaying erratic behavior, they pose a risk," said Ishikawa.

Capturing video of the incident helped underscore the serious nature of the situation.

"We were able to show police that this was not a minor disruptive party. It was a very concerning issue for us. And it wasn't just our bank, it was occurring in other banks, too."

Going forward, Bank of Hawaii is planning to migrate its remaining retail branches to March Networks.

Given the widespread benefits of intelligent video, Ishikawa predicts that, like him, more bank security managers will receive requests to share their video surveillance securely with other departments.

"In the future, it won't just be security that's asking for a video upgrade," he said. "It's going to be other parts of the business saying, 'We want a piece of the pie too.' Because surveillance is more than just investigating a fraud or robbery incident. Now, video surveillance is a lot more than that." ▼

## THE CHALLENGE

Bank of Hawaii was using two separate video surveillance systems that were cumbersome to service. It wanted to standardize on one solution that was reliable, user friendly and easy to service, and could support both analog and IP cameras. The bank also wanted a solution that could accommodate future applications for gathering business intelligence.

## THE SOLUTION

After learning about March Networks' experience in the banking sector and conducting research, Bank of Hawaii began deploying March Networks 8000 Series Hybrid NVRs for reliable video recording and management. Today, the bank's video solution includes ME4 Series IP cameras and 360° cameras in its retail branches, and MegaPX ATM Cameras for bank machine security. Bank of Hawaii also uses March Networks Searchlight for Banking software with integrated transaction data and analytics to collect people counting, queue length and dwell time data.

## THE RESULT

Bank of Hawaii now enjoys reliable video surveillance recording and valuable business intelligence applications that are helping it improve security, as well as customer service and operations. The March Networks solution helps it address issues such as vagrancy, loitering and suspicious transactions, and assess operations including branch activity and service. The bank's executive team is making strategic decisions about future branches with the help of intelligence collected in Searchlight, and intends to standardize on March Networks video surveillance going forward.





# Inside the Storm

## Bank of Hawaii Uses Video to Help Manage Business Continuity During Hurricane Lane

**OVER THE COURSE OF FOUR DAYS**, Hurricane Lane dropped more than 52 inches of rain on Hawaii, making it the second highest rainfall total from a tropical cyclone in the U.S. since 1950. That's just behind the 60.58 inches dumped on Nederland, Texas by Hurricane Harvey in 2017.

It wasn't the first time that Bank of Hawaii — one of the state's largest financial institutions — had to prepare for, and respond to, severe weather. With detailed business continuity procedures already in place and a cross-functional committee able to make quick decisions in emergency situations, the bank had a set strategy to draw upon.

Well in advance of the storm's approach, staff based in the Honolulu office on the island of O'ahu were tracking the hurricane and coordinating branch closures with market managers located on the other islands. That's when Brian Ishikawa, Senior Vice President and Director of Corporate Security, decided to use the bank's March Networks video surveillance system to help the team see what was happening across its footprint.

"The surveillance system allowed us to peek into and outside of our retail branches and make decisions about various closures in advance without putting anyone at risk," he explained. "We had investigators using the system every few hours to do 'virtual patrols'. If they were able to connect to an NVR, we knew we still had power and network connectivity at that location. And as the storm progressed, we could also see if there was any flooding or damage."

As much as eight hours before Hurricane Lane first made landfall, the bank had closed some branches on the Big Island because of fierce winds and heavy rain. As the storm swept through to O'ahu, the business continuity team continued to coordinate and issue communications about branch closures.

"Banks are required by law to remain operational during a crisis, and inform legislators and the public when safety concerns force us to close branches temporarily," said Ishikawa. "So we were communicating with many different stake-holders and also keeping our employees updated so they knew whether to come to work or not depending on where they were located."

"The March Networks system provided us with the remote visibility we needed to make those decisions quickly and keep everyone well informed. After the hurricane, it also helped us assess the damage and build our recovery plan."

Approximately 90 percent of the bank's Hawaiian branches were forced to close before the hurricane dissipated, and while several locations suffered damage, most were able to open again fairly quickly. Fortunately there were no reported fatalities across the islands.

The video solution proved so successful during the emergency, Bank of Hawaii now plans to incorporate it into its situational response plan moving forward. In addition, Ishikawa intends to leverage the video system to continue 'virtual patrols' from the bank's security operations center — conducting visual branch audits to help keep them secure and running optimally. ▼



A photograph of several palm trees leaning heavily to the right, indicating a strong wind or storm. The sky is a uniform, overcast grey. In the lower right corner, there is a solid blue rectangular box containing white text.

**"The March Networks  
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— **Brian Ishikawa**, Senior Vice President and  
Director of Corporate Security, Bank of Hawaii



# Video Gives ShopRite Grocer a Competitive Edge



**FOR MORE THAN 50 YEARS**, the Eickhoff family has owned and operated grocery stores in Burlington County, New Jersey. Today, two generations of Eickhoffs run five ShopRite stores in the community, serving the needs of approximately 450,000 residents.

As independent grocers, the Eickhoffs are part of the Wakefern Food Corp., the largest retailer-owned cooperative in the United States. Being co-op members allows the family to collectively purchase products with 50 other member companies, and remain competitive against larger, multi-national chains.

Part of staying competitive also means having an effective risk management program, and March Networks video surveillance is one tool that is helping on that front, says John Troxel, Director of Risk Management for the supermarkets.

Troxel joined Eickhoff's Supermarkets approximately six years ago. At that time, the grocer was using a mix of different video systems with limited capabilities.

"We had four different types of video systems and on each of those I was only able to record one camera at a time," explained Troxel. This made it difficult to capture movement within the grocery

stores — some of which are as large as 90,000 square feet.

Troxel worked with his systems integrator Epic Systems Group to evaluate new video surveillance options. He chose March Networks because of the quality of its products and Epic Systems Group's recommendation.

Rick Dame, Chief Operating Officer of Epic Systems Group, recommended March Networks based on its solid reputation in banking.

"I know the products, I like the products, and I know it's going to be something that's going to last," he said.





Eickhoff's Supermarkets is currently using March Networks video surveillance at three of its five ShopRite locations in Burlington County.

The first installation took place at the company's Burlington site in 2015. The newly-designed store is using March Networks Command Professional video management software, a powerful single-server solution that can support up to 128 video channels. A variety of March Networks IP dome, PTZ and bullet cameras, as well as third-party cameras, are installed inside and outside of the store. ►

**"The March Networks video quality is amazing. We monitor cashier activity, like cashier compliance, coupon checks, and whether or not cashiers are checking the bottom of the shopping carriage."**

— John Troxel, Director of Risk Management, Eickhoff's Supermarkets

**"I went from a Model T to a Ferrari. March Networks makes a fabulous product that we're more than thrilled with. I believe it's the best product for our money."**

— **John Troxel**, Director of Risk Management,  
Eickhoff's Supermarkets



*Colin Gubernick, Sr. Investigator*



Almost immediately, the company turned to the solution to help review several liability claims. Thanks to clear video from the system, Troxel was able to successfully investigate allegations about hot soup spilling onto customers.

"There were claims of, 'faulty cups.' But based on the video, and the actions that the customers took at the soup and salad bar, all three claims were denied."

Following the success of the video installation at the Burlington location, the Eickhoff's Cinnaminson ShopRite location was equipped with the March Networks video solution in 2017, and then the Mt. Laurel-Ark Road location soon afterwards. The latter site is using March Networks 8000 Series Hybrid NVRs, which support the store's mix of analog and IP cameras. The Cinnaminson site, meanwhile, is equipped with March Networks 9000 Series IP Recorders for high throughput, all-IP video recording. March Networks ME4 Series IP cameras capture 4MP images throughout the Cinnaminson grocery store aisles, while Oncam Evolution 12 360° cameras capture 12MP images over the point-of-sale (POS) stations.

The high resolution images provide Troxel and his team of 16 risk management

investigators with the ability to see important details when investigating service and compliance issues.

"The video quality is amazing," he said. "We monitor cashier activity, like cashier compliance, coupon checks, and whether or not cashiers are checking the bottom of the shopping carriage."

The system also helps Troxel's team investigate shoplifting. Meat, alcohol, and health and beauty items are particular targets for thieves, but having high quality video images has made it possible for all of Eickhoff's ShopRite stores to be on the lookout for suspects.

"Command's ability to synchronize cameras, and to play back video so easily, allows us to identify suspects. We can capture a picture of that person and circulate it to our stores," said Colin Gubernick, the company's Senior Investigator.

The software's motion histograms and timeline features dramatically speed these investigations, he added.

"Rather than watching eight hours of video, I can watch a few minutes of video over an eight hour time period just based on the motion," Gubernick said. "It's an enormous time savings."

In addition to shoplifting incidents, the

video solution has also captured a number of incidents in the grocery stores' parking lots.

"I can't even tell you the number of times we've been able to provide the police with video of automobile accidents. We can see the make, model and license plate number of the vehicles involved."

In one incident, an outdoor camera captured the license plate and vehicle ID number of a commercial truck that had knocked over a telephone poll at the back of the grocery store. Eickhoff's Supermarkets was able to track down the trucking company involved and collect damages.

"Without the video, we would have been on the hook for that," he said.

Troxel is now exploring the possibility of using March Networks Searchlight for Retail, an intelligent software application that combines video with POS transaction data and analytics to enable enhanced loss prevention capabilities. Searchlight can also gather metrics on foot traffic, dwell times and queue lengths, so retailers can improve customer service, marketing and operations.

Overall, Troxel says he's pleased with his March Networks video solution.





"I went from a Model T to a Ferrari," he said, recalling the limited capabilities of his old video recorders. "March Networks makes a fabulous product that we're more than thrilled with. I believe it's the best product for our money."

Troxel also praised Epic Systems Group's high standard of service.

"I can't say enough good things about Rick and his team," Troxel said. "They're professional, their techs are beyond knowledgeable and they represent March Networks' products well." ▼

## EPIC SYSTEMS GROUP

Epic Systems Group designs, installs, integrates and services highly sophisticated and dependable security systems for commercial and residential properties. Its solutions are carefully matched to the specific needs of the property and those responsible for its security. Epic Systems Group is based in New Jersey and is a March Networks certified partner.

[www.epic-security.com](http://www.epic-security.com)

### THE CHALLENGE

Eickhoff's Supermarkets needed a reliable video surveillance system that was able to synchronize and record multiple camera views so its risk management team could see all areas of its ShopRite stores, including down grocery store aisles and around its POS systems. It also needed higher-quality video images, and the ability to quickly search, locate and export video evidence for investigations into suspected shoplifting, liability claims, and other incidents.

### THE SOLUTION

Eickhoff's Supermarkets deployed the March Networks video solution at its Burlington, Cinnaminson and Mt. Laurel-Ark Road ShopRite locations. March Networks Command Professional video management software and 8000 Series and 9000 Series recorders provide reliable video recording and management, while March Networks ME4 Series IP cameras and Oncam Evolution 12 360 cameras capture high resolution images inside and outside the stores. The Command software also helps the company's risk management team rapidly locate video evidence and easily export it for faster investigations.

### THE RESULT

Eickhoff's Supermarkets is now capturing sharp, high resolution video images across all areas of its Burlington, Cinnaminson and Mt. Laurel-Ark Road ShopRite locations. Video from multiple cameras can be played back simultaneously for comprehensive and convenient video review. In addition, the high quality video evidence is helping Eickhoff's Supermarkets reduce liability claims and investigate shoplifting, as well as improve employee compliance with store policies and procedures.

# New NOC Keeps Managed Services Ahead of Security Curve

**AS PART OF OUR COMPANY'S COMMITMENT** to the highest data security standards and continuing investment in our professional services, March Networks was pleased to formally open our brand new Network Operations Center (NOC) this September.

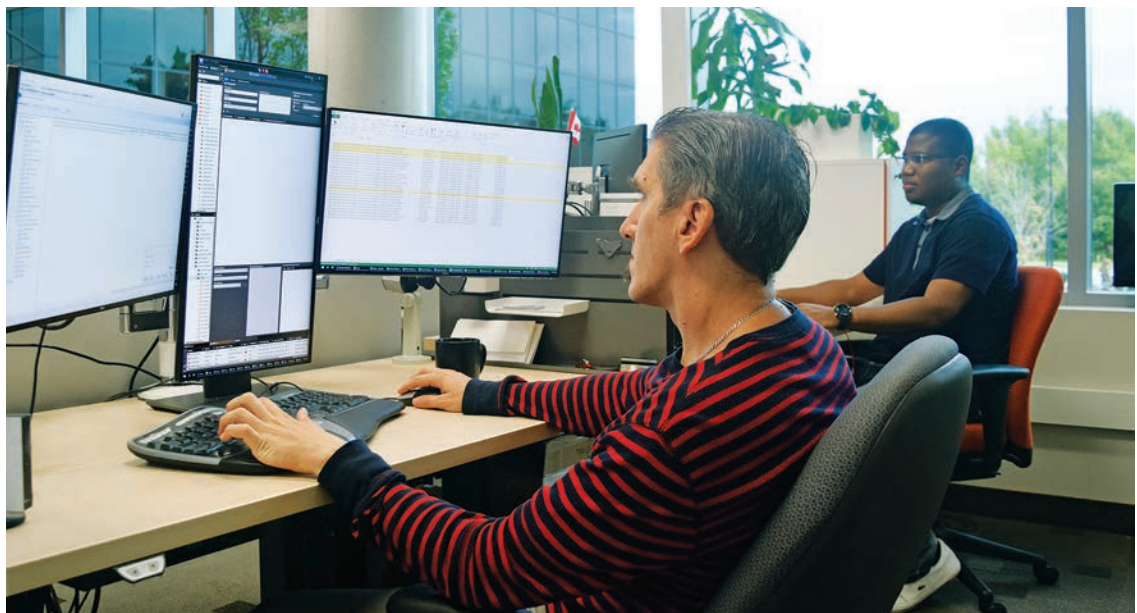
A controlled-access hub where all of our Managed Video Network Services and Consulting Services work is conducted, the new NOC incorporates multiple physical and logical security measures to ensure customer data is always protected.

## **Among the physical security safeguards are:**

- A retinal scanner, which all NOC employees must use before they can enter the facility. The biometric control adds another layer of security to March Networks' existing access control system, which requires every employee and visitor to swipe their unique access card to enter our corporate offices.

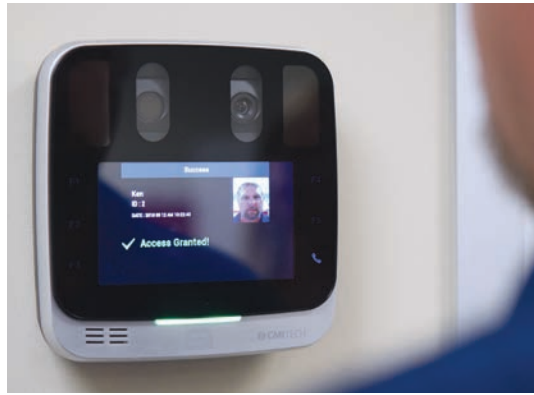
- A March Networks video surveillance system (of course!) that captures high-definition video of anyone entering or leaving the NOC.
- Searchlight application software integrated with both the retinal scanner and video surveillance system to provide an easy-to-use search capability and historical record of NOC activity.
- Mandatory background checks on every NOC employee.
- A single ingress/egress point with an auto-locking mechanism.
- Restricted access to the server room where Managed Services customer data resides. Access is also monitored via a separate March Networks video surveillance system.

Not surprisingly, many of the NOC's logical security measures are focused on keeping customer data isolated by account and locked down to all but NOC





*A retinal scanner, which all NOC employees must use before they can enter the facility adds another layer of security to March Networks' existing access control system.*



employees. Examples of how this is managed include the use of a dedicated Managed Services firewall and servers, separate access into each Managed Services account, dual authentication for NOC employees and encrypted communications between the NOC and customers.

Taking advantage of the amassed staff expertise, the newly minted NOC also includes large monitors to support team collaboration. When an employee encounters an issue that they can't quite resolve, they can now share that information with their NOC colleagues onscreen and work together to find a solution.

When March Networks launched its Managed Video Network Services offering close to a decade ago, it was unique in the industry. Today it can be counted as one of the most successful and proven hosted solutions available, serving several of the world's top tier financial, retail and transit organizations and managing more than 45,000 sites daily.

Led by experienced professionals working in the company's dedicated NOC, Managed Services provides enterprise customers with best-in-class video system management. The offering encompasses the proactive monitoring of a customer's entire video management solution, including March Networks video recorders, IP cameras, encoders, device components such as hard-drives, and overall network connectivity. It also includes remote troubleshooting and issue resolution, scheduled software maintenance and updates, and daily reporting for service level agreement tracking.

In addition, March Networks Managed Services provides customers with a convenient view into their entire video network installation via secure interactive maps and dashboards. The capability enables customers to see support tickets, device location, warranty status and more – making it easy to view and report on their complete video system inventory. ▼



**March Networks' NOC incorporates multiple physical and logical security measures to ensure customer data is always protected.**



# Searchlight as a Service

New hosted retail offering delivers intelligent video for an average of just \$4 a day

**IF YOU'RE A QUICK SERVICE RESTAURANT (QSR)** or convenience store (c-store) franchisee owner, the idea of running business analytics and video-based loss prevention software in your locations is probably appealing. However the thought of managing and maintaining such a system on top of all your other responsibilities may not be.

It's for this reason that March Networks launched a new software as a service (SaaS) offering for franchisees and companies with similar business models. This secure, hosted service provides you with all the benefits of our powerful Searchlight for Retail solution — including loss prevention, data analytics and operational audits reporting — for an average cost of just \$4 a day. It leaves you free to focus on your business rather than maintaining a video surveillance



network, and delivers a swift return on investment through advanced loss prevention and business insights.

March Networks Searchlight for Retail is used by retail organizations worldwide to extract valuable information on customer service, operations, compliance and more, helping them improve performance and profitability. By integrating surveillance video with point-of-sale (POS) transaction data, and accurate analytics, Searchlight enables retailers to proactively detect fraud and theft and reduce incident investigation times by as much as 90%.

With the new hosted version of Searchlight, franchisee owners can enjoy a true enterprise-class video solution for a low monthly fee. The service is easy to deploy, and eliminates the need for you to purchase and maintain servers within your own IT infrastructure.

Searchlight for Retail as a Service is hosted at Amazon Web Services™ for proven speed and data security, and is managed by experienced staff in March Networks' secure Network Operations Center (NOC). It includes: all software licensing; all camera and recorder processing; and system and device health management, upgrades and administration — including user management performed by our NOC staff working in cooperation with your certified March Networks systems integrator.

Searchlight enables you and your managers to spend more time on your core business by simplifying the task of locating suspicious activity and finding video evidence. It delivers multiple, user-defined reports, and allows you to schedule them to arrive automatically in your email inbox. The reports include snapshot images and direct links to recorded video that let you analyze and compare:

- Location and employee performance at one or multiple locations
- Suspect transactions, such as all voids above a set amount
- Conversion rates, customer wait times, dwell times and other customer service metrics using integrated analytics
- Operational performance, including how clean locations are, if shelves are well-stocked, if employees are dressed properly and if procedures are being followed
- Security audits, including a list of alarms and the ability to filter by specific alarm or location

The hosted Searchlight service provides the scalability and enterprise management features customers like you have come to expect from March Networks. Our continuing focus on privacy and data security also makes this an ideal solution for franchisee owners looking for the highest level of cyber protection. The upcoming release of Searchlight for Retail as a Service will include WebRTC functionality and a number of additional key security and privacy features.

“This new, hosted option is ideal for franchisee owners who want the loss prevention and business analysis capabilities of a proven intelligent video solution, without the burden of managing and maintaining their video devices,” said Peter Strom, President and Chief Executive Officer, March Networks. “The solution also removes upfront capital expense barriers, making it a more cost-effective option for owners who are always keeping an eye on the bottom line.”

Searchlight for Retail as a Service is sold through March Networks certified partners, who work directly with owners to install, configure and maintain the service. It is currently available in the U.S. and Canada. ▼

**With the new hosted version of Searchlight, franchisee owners can enjoy a true enterprise-class video solution for a low monthly fee. The service is easy to deploy, and eliminates the need for owners to purchase and maintain servers within their own IT infrastructure.**



# Indiana Jail Locks in on Video Reliability

**IN A JAIL OR CORRECTIONAL FACILITY,** where incidents requiring video evidence occur all the time, the reliability of a video surveillance system is of paramount importance.

The Madison County Jail in Anderson, Indiana, 40 miles northeast of Indianapolis, is able to count on its new March Networks video solution to produce high-quality video evidence today, but that wasn't the case with the facility's previous surveillance system.

**"With March Networks, I don't have to worry about the video not being there, and it's very user friendly."**

— Commander Tyler Jugg, Madison County Jail

"With our older system, when I wanted to see video from a camera in the detox area, I might have ended up with video from the kitchen," recalled Jail Commander Tyler Jugg. "That would happen with several cameras throughout the building. The system was very unreliable, and if we had to go to court and produce video evidence, it was a huge concern. On other occasions, we were unable to access video at all."

The Madison County Jail, a 207-bed facility, invited several security system integrators to quote on a new video surveillance solution, but was most impressed with the March Networks solution recommended by Convergent Technologies.

"With March Networks, I don't have to worry about the video not being there, and it's very user friendly," said Commander Jugg.

The jail's March Networks video solution includes six 9248 IP Recorders, each of which accommodates up to 48 video channels and features eight, front-facing lockable hard drives for easy removal and replacement. The recorder can support as much as 80 TB of internal storage, allowing Madison County Jail to easily comply with

a county ordinance requiring five years' worth of archived video. When a hard drive is full, it can simply be removed, labeled, stored and replaced by a new drive.

The 9248 recorder has an embedded Linux operating system and internal battery backup for optimal reliability. If a recorder does need to be serviced, technicians can troubleshoot issues using diagnostic LEDs on the device's front panel, or scan a unique QR code on the recorder using March Networks' free GURU Smartphone App. The app provides technicians with troubleshooting capabilities, as well as online tutorials, product warranty status, express RMAs, a security configuration audit, and access to datasheets, user guides and more.

The solution is powered by March Networks' Command Enterprise video management software, which provides mass management of device settings and configurations, system-wide health monitoring, customizable user interfaces and advanced video search and retrieval functionality. Madison County Jail is currently using its existing analog cameras in tandem with March Networks encoders to capture video, however is gradually replacing those cameras with new March Networks ME4 IR MicDome IP cameras. The ME4 IR MicDome can also record audio, and combines 4MP resolution with High Dynamic Range and powerful infrared LEDs to deliver sharp, detailed images day or night.

"Convergent did a good job of balancing retention and video quality, which was important because of the county's requirement for five years of video storage," said Commander Jugg. "They were able to adjust the IP camera settings to get excellent quality video, while also making sure that we had the hard drive space we needed because, in a facility like ours, retention is just as important as clarity."

Video captured throughout the facility is monitored 24/7 from three control pods in the building. On the facility's second and third floors, video from multiple cameras is displayed on four monitors, while the main control center on the first floor of the jail has eight monitors, each of which displays between four and 16 camera views.

Training was delivered by a March Networks engineer, said Convergent Technologies' Dave Piekarz, the Indianapolis-based account executive who services Madison County Jail.

"March Networks did two training sessions in one day — one for the AM staff and one for the PM staff. It's a service that not many vendors would offer, and it's an example of something March Networks was able to provide that made the customer comfortable with the product and with us as the service provider."





Piekarz credits March Networks for the reliability of its hardware and software, as well as its customer service, but also likes the fact that the company sells its recorders with all camera licenses included — unlike many other video surveillance vendors. With March Networks, there was no need for Madison County Jail to pay for separate channel licenses or software support agreements.

The powerful search and retrieval functionality in the Command software, which includes features such as motion histograms and video preview thumbnails, make it easy for jail staff to zero in on archived video of a reported incident.

“I’ve had no issues at all finding video from the archives,” said Commander Jugg. “It’s always just a few clicks away. I can pull whatever I need.

“In a jail, there are always incidents that have to be reviewed from several different angles. That’s something the March Networks system does really well for us because we’re able to pull up video from multiple cameras and view video from all of them at the same time.”

The software’s real-time health monitoring is another feature that Commander Jugg appreciates.

“As soon as I sign in, the software immediately provides me with information about the health of the system,” he said. “It tells me, for example, when a camera experiences a connection failure.”

Command’s health monitoring also issues alerts when there is a hard drive issue or when processor or fan temperatures exceed normal levels.

Commander Jugg doesn’t hesitate to recommend March Networks technology to other jails in Indiana.

“When we get together, we always share information. If I’m asked if I would recommend March Networks, I definitely say yes. We’re very pleased with its performance and the reliability it has given us.” ▼

## THE CHALLENGE

The Madison County Jail in Anderson, Indiana, had issues with the reliability of its video surveillance system. When security staff went looking for video evidence from a specific camera, video from a completely different camera in the jail would sometimes pop up. On other occasions, there would be no video at all. Reliability, ease-of-use and video archiving capacity were critical requirements for new technology.

## THE SOLUTION

The March Networks video surveillance system acquired by Madison County Jail includes state-of-the-art 9000 Series IP Recorders, ME4 Series IP cameras and Command Enterprise video management software. The recorders’ eight removable hard drives and 80 TB of storage capacity allow the jail to comply with a County ordinance requiring five years of video storage.

## THE RESULT

Higher quality video, increased archiving capability and real-time health monitoring ensure the availability of video evidence required by the jail to investigate incidents, deter violence and keep correctional officers safe.

## CONVERGINT TECHNOLOGIES

Convergent Technologies is a global, service-based systems integrator whose top priority is service in every way – service to customers, colleagues, and community. Delivering value through unparalleled customer service and operational excellence has been foundational at Convergent. The company’s promise, and its number one objective, is to be its customers’ best service provider. [www.convergent.com](http://www.convergent.com)



# Branching Out: End-to-End Intelligent Video Surveillance for Banks

by Kevin Sheridan

As a global, service-based systems integrator, Convergent Technologies works with leading banks and credit unions to address their security and business challenges.

We're always striving to deliver the most value to our customers, and we're committed to helping them understand how technology can help not only improve safety and security, but solve operational and compliance issues as well.

That's why, when Convergent talks about video surveillance to our financial industry customers, we're keen to point out the added value that intelligent video solutions can bring.

The term "intelligent video" refers to the combination of surveillance video with data (for example, transaction data) and analytics, which can help detect the movement of people and objects, as well as events like alarms. When all of this is combined in the right software, you get a very robust security solution that can alert you to suspicious activity and also deliver business intelligence – metrics that can be used to improve many different areas of your bank.

At Convergent, we believe most financial institutions are interested in using video surveillance to collect business intelligence, but where there's less agreement, and even some confusion, is how that information can be applied in a real-world context.

What are the practical uses for video-based business intelligence in a bank? And how can a bank or credit union actually improve security, operations, and productivity with these types of solutions?

To answer that question, let's look at some different areas within a bank and consider how integrated video, data, and analytics can be applied in each scenario to provide more value for the customer.

## 1. VAULTS

Although fewer banks are using vaults to store cash, vaults are still highly sensitive areas that require strong security. Many bank vaults contain safe deposit boxes with high value items. By tying video to a vault's physical intrusion detection system, security teams can capture a visual image every time the vault is opened. This type of integration actually "tags" the video at the exact moment the alarm is triggered, keeping a visual record of every alarm.

People counting analytics can also be deployed around the vault to monitor foot traffic. With March Networks Searchlight for Banking, you can see weekly trends of people counting data and learn if traffic is increasing or decreasing in this area. This information is useful for detecting unusual movement near the vault, but also for measuring how frequently the vault is actually used.

## 2. COUPON ROOMS

Typically located adjacent to the vault, coupon rooms allow bank customers to privately view the contents of their safe deposit boxes. While these rooms tend not to have security cameras in order to give customers privacy, cameras placed just outside coupon rooms are useful for monitoring traffic in and out of these areas. Here again, people-counting analytics could be deployed with video to measure how frequently these rooms are being used.

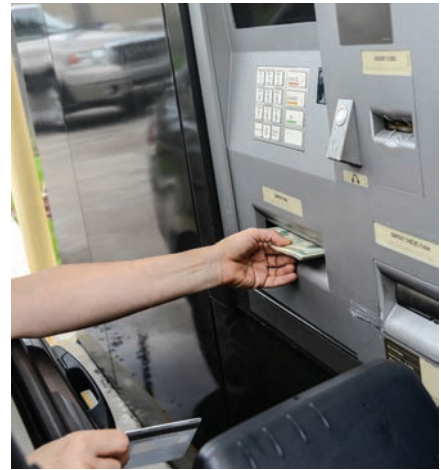
## 3. TELLER AREAS

As many banks transform their physical branch layouts, they are closely examining teller interactions with customers. By integrating teller transaction data with video, and using dwell time and queue length monitoring analytics, banks can monitor all teller transactions to see which types are most in-demand, which are the most time-consuming, and which employees are conducting the most or least transactions, and then compare that to other locations. Looking at transaction data alone doesn't always tell the whole story. Video provides additional context for banks, who may want to investigate slow service, or the circumstances around a particular transaction.

This type of data can help banks make strategic decisions about service realignment, branch layout, and staffing levels.

Combining transaction data with video can also be a powerful fraud-fighting tool. This type of integration allows banks to investigate every transaction across their organization, and search by card, account number, or transaction type, to match transactions with video. Banks can also set "rules" so their video system can alert them to unusual activity. For example, if the same employee is routinely conducting high-dollar transactions, it may be worth investigating further.





#### 4. BACK OFFICE WORKROOMS

Security is essential in bank workrooms, where cash is counted and transactions are processed on an ongoing basis. Security in these areas must not only protect bank assets, but also protect employees and ensure compliance with corporate policies and procedures.

In addition to security cameras, people-counting and dwell-time analytics can be deployed in a back office workroom to monitor traffic in and out of the room and measure how long employees remain in the workroom. If an average nighttime cash count takes 20 minutes, and you suddenly see a spike to 35 minutes, something could be wrong. Intelligent video can alert you to these types of scenarios.

It can also provide another layer of security around workroom safes. Similar to security around a vault, video analytics can be tied to a safe's alarm system so that video is captured every time someone opens the safe.

Regularly viewing video snapshots from the workroom can also help you monitor compliance with dual control procedures and any other security protocols your bank has in place. March Networks' Searchlight software has an Operations Audit tool, which delivers regular thumbnail images — snapshots taken from the same cameras every 30 minutes to four hours — so you can easily scan activity and quickly address any concerns.

#### 5. ATM VESTIBULES AND DRIVE-THRU

ATM vestibules and drive-thru ATMs are challenging areas to secure because they are often used outside regular banking hours. They can be targets for vandals and criminals looking to install malware or skimming devices.

By integrating ATM transaction data with your video, and deploying presence detection analytics on your ATM cameras, you can learn when someone is lingering at the ATM but not conducting a transaction. This could be a sign of a criminal attempting to install a skimming device. This type of alert is crucial in detecting skimming, but also other ATM threats such as jackpotting, where malware forces the ATM to spit out cash, and "rat trap" attacks, where thieves use glue strips to trap cash before it is dispensed from the machine.

Some clients also use camera tampering analytics on cameras overlooking ATMs, so they'll be alerted to anyone trying to block or turn off the cameras.



As you can see, intelligent video can have very practical applications for bank security teams, as well as other departments like operations, marketing, and compliance. It can deliver both real-time alerts about suspicious activity and longer-term historical data that can help your bank better plan for the future.

The key to successfully leveraging intelligent video is having a plan, knowing what data you want to collect and why. Having an experienced systems integrator that can pull together your existing IT systems, and supply the right hardware, software, and technical expertise, is also critical. ▼



*Special thanks to Kevin Sheridan, General Manager of Convergent Technologies, Cincinnati, for sharing his security expertise in this guest article. For 14 years, Kevin*

*has been helping financial institutions enhance the security of their branch and corporate locations by focusing on financial clients and their unique security needs. In the last ten years, his team has completed more than 9,500 security projects for more than 800 financial institutions. Convergent Technologies is a valued March Networks certified provider.*



# Need Security for Your Cannabis Business?

by Chris Jensen

As more jurisdictions loosen rules around medical and recreational adult cannabis use, the cannabis industry is growing and preparing for an influx of new customers.

Governments, meanwhile, are grappling with how to ensure that cannabis products are delivered in the safest and most secure manner possible. This has resulted in a host of regulations pertaining to cannabis security, which, depending on your location, can outline everything from the placement of video surveillance cameras to the length of time that recorded video must be stored.

Navigating these regulations can be a confusing process for cannabis operators. You know you need to invest in security, but how do you ensure you're choosing the right system?

Regulatory compliance certainly needs to be top of mind. The video surveillance vendor you choose should have experience in enterprise solutions, and offer products (IP cameras, video recorders and video management software) that meet or exceed your state regulations when it comes to reliability, remote access and storage capacity.

But beyond compliance, it's important to consider what else your video system can do for you.

IP video surveillance – where video content is distributed over a network – offers far more than just recording; the advanced functionality available with today's networked solutions can help many areas of your business in addition to security. When analytics are integrated with IP video and used with the right software, you get intelligent video, which can generate valuable business information to help improve sales and operations, as well as marketing, customer service and profitability.

Here are just a few of the ways that intelligent video is helping cannabis businesses improve operations and boost their bottom lines:

## ① Seed-to-sale inventory tracking

Depending on your state's regulations, your cannabis business may be required to have a seed-to-sale inventory tracking solution using Radio Frequency Identification (RFID) tags. What you may not know is that RFID can be integrated with surveillance video, so you can actually see each time an RFID-tagged item moved and the circumstances around it. With the right kind of solution, you can also search for RFID-tagged products by date, time, brand, serial number, or product code, and quickly find the associated video.

This allows you to visually verify the movement of your inventory, and also investigate any issues around missing product.

## ② Quickly uncover theft

When video is integrated with point-of-sale (POS) transaction data in the right software, it can quickly alert you to suspicious transactions, such as an unusual number of voids or returns, which could be a sign of employee theft. This type of solution gives you comprehensive oversight across all of your POSs, and the ability to use video to review any transaction. You can search and sort transactions by employee or product type, and set your own "rules" or search parameters, so the software alerts you to transactions with high dollar amounts, unusual discounts and more.

In a recent National Retail Security Survey of the some of the largest U.S. retailers, exception-based video alerts like these were ranked as having the greatest potential to improve safety, security and asset protection.

## ③ Improve merchandising and operations

Intelligent video is also an excellent tool for monitoring operational efficiency, especially if you manage multiple cannabis dispensaries. Many networked video surveillance systems allow for remote access to your video through a smartphone app, so you can check in on your operation anytime, day or night.

This allows you to conduct "virtual patrols" so you can monitor operations, review employee behavior, and check in on any suspicious activity. This type of remote access can also assist with marketing efforts and merchandising by allowing you to regularly review product placements and promotional materials, and adjust as needed.





#### ④ Enhance customer service

Intelligent video is a very effective tool for improving customer service because it can tell you about your customers' habits, behaviors, and preferences. And the best part is that you don't have to watch hours of video to gain these insights. With the right kind of software and analytics tools, your video system can quickly tell you:

- How long customers are waiting in line and the average time they waited
- How many people are entering and exiting your dispensaries on a daily basis
- Your business' peak traffic times (so you can adjust staff levels accordingly)
- Conversion rates for each location

All of this is possible by integrating an analytics sensor into your video system, and then using intelligent software to parse this information. In just seconds, you get high-level trends and analysis that can help with staffing, training, marketing and more.

#### ⑤ Improve situational awareness

The insights gained through video surveillance can be extended to more advanced security applications, like access control solutions used to control and monitor who is entering and exiting your facilities, and license plate recognition used to monitor parking lots and outdoor areas surrounding your business. Choosing a video surveillance manufacturer that integrates with other leading security systems makes it easier to integrate these functionalities.

Now that you know what's possible with intelligent video, it's time to think about your business needs, now and in the future. There are many video surveillance manufacturers to choose from, so do your homework and don't be afraid to request a demo and a proof of concept to ensure you're getting the most value for your money. ▼



*Chris Jensen is our Channel Account Manager for the Rockies sales region. He works extensively with integrators and companies serving the*

*cannabis market, and contributed to the creation of Colorado's cannabis security regulations as a security consultant.*

## MARCH NETWORKS SELECTED TO SECURE CANADIAN RETAIL CANNABIS DISPENSARIES

In August, we were proud to share that one of Canada's largest cannabis producers had selected our complete cannabis video solution to provide security, loss prevention and operational insights for its retail dispensaries.

The publicly-traded producer, with multiple brands and a global presence, chose the solution based on its proven reliability, ability to support thousands of locations, and integration with our Searchlight business intelligence software. March Networks Searchlight™ provides organizations with valuable information on customer service, risk mitigation, corporate compliance and other operations through the integration of surveillance video, point-of-sale (POS) transaction data and customer data analytics.

"Early on, we recognized the security and operational requirements of the tightly-regulated cannabis market and evolved our offering to uniquely address those needs," said Peter Strom, March Networks' President and CEO, at the time of the announcement. "Today, we are proud to be the solution of choice for cannabis operators, including this leading Canadian-based producer in advance of the legalization of the country's recreational marijuana market in October."

In August 2018, the government of Ontario – Canada's largest province by population – opened up the sale of marijuana to private retailers, reversing a previous decision that would have seen sales limited to government-run outlets only.

Across the United States, March Networks works with multiple cannabis operators, providing intelligent video solutions for dispensaries and cultivation facilities. In states like Colorado, where radio frequency identification (RFID) tagging from seed to sale is mandated by law, the solution delivers an enhanced level of tracking and compliance by correlating video with the RFID data in our Searchlight software.

### A COMPLETE SOLUTION

In addition to March Networks Searchlight, the Canadian cannabis producer is deploying our hybrid network video recorders (NVRs) in each retail store, as well as integrated 3D analytics sensors to gather valuable metrics on customer traffic and wait times.

The producer will be able to centrally manage the entire system and easily schedule software updates using March Networks Command™ Enterprise Server software. The powerful video management software is an ideal solution for organizations with multiple distributed locations, providing capabilities such as mass device management and LDAP integration to enable secure multi-level user access and authentication. It also delivers remote system health monitoring to ensure video is always there when needed – a critical feature to help ensure cannabis operators remain compliant with video surveillance requirements at all times.



# From ITMs to Utility Rooms, Bank Makes Full Use of its Intelligent Video



## TIRED OF WASTING HOURS TRAVELING

12 miles on horseback to the nearest bank in Portland, Maine, along rough roads and through snowdrifts in winter, community leaders in the town of Gorham came together to establish their own financial institution 150 years ago.

Today, Gorham Savings Bank has more than \$1 billion in assets, 13 branches in southern Maine including four in Portland, and a cutting-edge March Networks video surveillance system that allows Facilities and Security Vice President Alden Joy to cover the 12-mile distance in milliseconds via a fiber network. A lot has changed in a century and a half.

If a customer in Kennebunkport, 30 miles south of Gorham, questions an ATM withdrawal from her account, or the bank's Facilities Technician Clyde Small wants to confirm that the parking lot at the

branch in Waterboro has been plowed, video is just a few clicks away.

Gorham Savings Bank began transitioning to March Networks video surveillance technology several years ago, relying on March Networks' certified partner Portland Safe for installation and support.

"We were originally using another vendor," recalled Joy. "It was a pretty basic, all-analog video system. The images weren't that great and it wasn't easy to upgrade, so when we heard about all the benefits of moving to a March Networks solution, we decided to make the change. We made the transition over several years, and we're completely March Networks today."

Gorham Savings has March Networks 8000 Series Hybrid Network Video Recorders (NVRs) in each banking branch and a total of 300 cameras — the majority of which are March Networks IP cameras. The

bank's remote and in-branch ATMs, as well as its ITMs — Interactive Teller Machines — are equipped with purpose-built March Networks MegaPX ATM Cameras.

"Employees at our Customer Service Center in Gorham have monitors that allow them to see customers lining up to use the ITMs," said Joy. "If someone is confused about how to operate the machine, they can initiate contact and offer assistance."

In addition to covering the 13 branches, Gorham Savings Bank's video surveillance system is deployed at its Operations Center in Gorham and two facilities in Portland; its commercial lending office and corporate headquarters.

Surveillance cameras in the branches cover entrances, ATM lobbies and teller stations, but the bank has gone one step further by installing cameras in utility rooms as well.





"We're a small department and can't be everywhere, so we can keep an eye on outside vendors performing service in boiler and electrical rooms," explained Joy. "We have electronic locks that allow us to let them in remotely. That way, we don't have to hop in the car and drive to the location."

An initiative to deploy more cameras to cover parking lots and building exteriors is also underway.

The remote system health monitoring offered by March Networks Command Enterprise video management software is one example of the advanced functionality that sold Gorham Savings on March Networks.

"Before," said Clyde Small, Facilities Technician, "we had to check to make sure the cameras were working every morning. Now, if a camera is down, Command Enterprise sends me an email."

**"We can use Searchlight to monitor how many bank cards a customer uses at an ATM, because if they're doing 20 transactions over a period of a few minutes, chances are they're engaged in harvesting cash with fraudulent cards."**

— Alden Joy, Facilities and Security Vice President, Gorham Savings Bank

Searching through video is also a lot easier with March Networks technology. "It was tedious and time consuming with our previous system," said Small. "With the Command Client software, I can bring up the timeline, see all the spikes indicating motion and pinpoint things a lot faster."

The bank's March Networks NVRs are each equipped with four 10TB hard drives, providing 40TB of storage — more than enough to meet its requirement for 90 days of archived video. ►



*Alden Joy, Security VP (left) and Clyde Small, Facilities Technician*

For advanced asset security, Gorham Savings Bank is also using March Networks Searchlight for Banking software. The software integrates ATM and teller transaction data with surveillance video and analytics to detect fraud and speed investigation times.

“We can use Searchlight to monitor how many bank cards a customer uses at an ATM, because if they’re doing 20 transactions over a period of a few minutes, chances are they’re engaged in harvesting cash with fraudulent cards,” said Joy.

Searchlight also comes in handy when a bank customer receives their statement and has no recollection of an ATM cash withdrawal. Using the customer’s bank card number, Joy can quickly zero in on transactions associated with the bank card, and then review the associated video to determine the identity of the individual making the withdrawal.

Gorham Savings Bank may be a smaller financial institution, but it’s no laggard in adopting cutting-edge technology.

When Joy and Small are home in the middle of the night, or away from the office during the day and an alarm goes off at one of the branches, they simply reach for their smartphone or tablet to view video from the site in question.

The March Networks Command Mobile app, which can be downloaded for free from the App Store or Google Play, allows authorized Gorham Savings security staff to view both live and recorded video.

Using the app, they can quickly determine if it’s an intruder or a false alarm triggered by a cleaner or an employee.

“We’re able to VPN in over our phones without opening up the camera system to the Internet,” said Joy. “It’s a secure connection.”

Gorham Savings credits its security systems integrator, Portland Safe, and March Networks’ technical support for providing the assistance, expertise and advice required to take advantage of the latest and greatest video surveillance technology.

“We have been working with Portland Safe for approximately 20 years,” said Joy. “They’re a good vendor and we’re very happy with them. March Networks has also been great. When we run into problems with software updates, and when we set up Searchlight on our ATMs, they were a big help. We’re very happy with the March Networks video surveillance system and we have no issues at all with customer support.” ▼

## ABOUT PORTLAND SAFE

Portland Safe, Inc. is a Maine-owned and operated company dedicated to serving the needs of banks, credit unions and business in Maine and New Hampshire. The company is an authorized NCR partner, Hamilton Safe dealer and certified March Networks provider, enabling it to provide best-in-class technology and upgrades. Portland Safe has experienced technicians in alarm, access control, CCTV, physical security, drive-up equipment, cash handling equipment, NCR Interactive Teller, and ATM installation and service.

[www.portlandsafe.com](http://www.portlandsafe.com)

## THE CHALLENGE

Gorham Savings Bank, a community bank serving southern Maine, had a basic, all-analog video surveillance system that hadn’t kept up with evolving technology and was difficult to upgrade. The bank needed a new system able to deliver higher-quality video and advanced functionality like remote health monitoring.

## THE SOLUTION

Following a demonstration of a March Networks video surveillance system, the bank began deploying March Networks 8000 Series Hybrid NVRs, IP cameras and Command Enterprise video management software. Today, the system also includes March Networks’ powerful Searchlight for Banking software and Command Mobile app, which enables access to video from smartphones and tablets.

## THE RESULT

March Networks’ video surveillance solution provides Gorham Savings Bank with the cutting-edge technology it needs to secure its assets and keep employees and customers safe. Investigations are expedited, travel time to distant branches is minimized and, with automatic health monitoring, security and facilities management can take remedial action to ensure optimal performance of the system.



# Celebrating our Top North American Partners

March Networks was proud to announce the winners of our annual North American Partner Awards earlier this year. The awards recognize companies for their excellence in delivering on customers' video surveillance and video-based business intelligence requirements, and for driving exceptional results.

In total, we honored 12 certified solution partners (CSPs) for continuing to win new business in 2017 leading with complete March Networks video solutions.

"We are privileged to work with experienced systems integrators that share our commitment to quality service and customer satisfaction, and were pleased to celebrate these 12 partners in particular for their outstanding performance," said Angelo Tebano, Director of North American Channel Sales, March Networks.

The winners of this year's March Networks North American Partner Awards, based on 2017 revenues and the highest year-over-year growth from 2016, were:

## KEY PARTNER OF THE YEAR:

**Johnson Controls, Inc.**



Johnson Controls' Jeff Storrs (left) and Neal Vanskiver (right) accept their company award from March Networks' Net Payne.

## PARTNER OF THE YEAR, BY SALES TERRITORY:

**Rockies** – Security & Safe of Colorado

**South West** – DBSI

**Mid-West** – Steak & Case, Inc.

**Great Lakes** – Integrated Protection Services

**Gulf** – Smith Hamilton

**North Atlantic** – Portland Safe, Inc.

**Mid-Atlantic** – Wittenbach Business Systems

**South East** – FEDCorp Integrated Solutions

**Canada** – Stanley Black & Decker

## RISING STARS:

**Iverify**

**Capitol Business Equipment, Inc.**



Proud Iverify winners (from left to right) Marty Brakel, National Account Manager; David Heller, Chief Sales Officer; and Bill Guenther, National Account Manager.

March Networks certified partners enjoy access to the physical security industry's most reliable video surveillance products and fully integrated business intelligence applications. Our end-to-end solutions are proven in some of the world's most demanding customer environments, including more than 500 financial institutions, 300 retail brands, and leading transit operations.

Our company works with a select community of partners to help ensure greater product differentiation and profitability. We support our partners with world-class global logistics; free online certification training; exceptional technical support; pre-sales IT networking and video engineering expertise; deal registration; growth incentives; and an extensive number of sales and marketing tools available via the March Networks partner portal.

In addition, the free March Networks GURU Smartphone Application is recognized industry-wide as a leading mobile application proven to help technicians reduce time and costs in the field.



*Visit our website to learn more about our Certified Solution Partner program.*

*Ross Gregory, President and Owner, with Security & Safe of Colorado's partner award.*

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We welcome your comments by email at [newsletter@marchnetworks.com](mailto:newsletter@marchnetworks.com).

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Transit authorities are continually faced with challenges to safety and security, for both passengers and employees.

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**Learn more at [marchnetworks.com/bus](https://marchnetworks.com/bus)**

