



Texas Bank Deploys State-of-the-Art Video Surveillance

UNTIL LAST YEAR, FIRSTBANK & TRUST OF LUBBOCK, TEXAS, relied on three different video surveillance systems to protect its customers and employees, and safeguard bank assets. There was limited capacity for newer, high-definition IP cameras, insufficient storage and an inability to synchronously view video from all five bank branches.

"Because the systems we had were older, they were lacking in a lot of respects," said

Bill Waller, Executive Vice-President and Chief Operating Officer. "We wanted more modern technology and more functionality."

FirstBank & Trust evaluated several video surveillance systems proposed by its Texas-based security systems integrator, Smith Hamilton.

"We narrowed it down to two systems and chose March Networks because of its ease of use and increased functionality," said Waller. ►



FirstBank & Trust was founded in 1996 with a portable building in a parking lot and \$10 million in assets. Today, there are five branches, \$650 million in assets and more than 150 employees. Three branches are located in Lubbock, a city of approximately 240,000 people situated in the Texas panhandle, and one each in the nearby communities of Wilson and Tahoka.

Smith Hamilton equipped FirstBank & Trust's branches with March Networks® 8000 Series Hybrid NVRs, and March Networks MegaPX MicroDome and MegaPX WDR MiniDome IP cameras. The video management software is March Networks Command. A new six-lane drive-up and two new branches — one in Lubbock and one in nearby Snyder — are also being equipped with March Networks recorders and cameras.

The hybrid recorders accommodate a mix of analog and IP cameras, allowing FirstBank & Trust to continue to use its older analog cameras while selectively upgrading to IP cameras where higher-definition video is required. Currently, IP devices account for 75 per cent of the bank's cameras.

Storage was also an issue, as the bank's previous systems limited it to between 30 and 35 days of archived video.

"We needed 120 days as a minimum and the ability to bump that up if necessary," said Waller.

Using 3 or 4 TB drives in the 8000 Series' four hard drive slots, FirstBank & Trust can store up to 12 or 16 TB of video per recorder depending on the size of the branch and the camera count.

The 8000 Series recorders are available in 4, 8, 16 and 32-channel configurations, feature an internal battery backup capability to ensure a systematic shutdown in the event of a power disruption, and an innovative docking station design to allow for quick and easy installation and removal for service without having to disconnect all of the camera cabling.

By scanning a QR code on the front panel of each 8000 Series NVR, Smith Hamilton technicians are able to check a recorder's warranty status, process a return merchandise authorization, troubleshoot a recorder and access in-field diagnostic support, including instructional videos — all of which limits system downtime and speeds up service calls. ►

"We're very pleased with the March Networks system. It does a lot more than our previous systems and has the features and functionality we were looking for."

— Bill Waller
Executive Vice-President and Chief Operating Officer,
FirstBank & Trust

SMITH HAMILTON

Smith Hamilton is a security systems integrator and March Networks certified provider serving financial institutions across the U.S. The company has offices in Houston, Dallas/Fort Worth, Lubbock, Amarillo, San Antonio, Waco and Midland/Odessa in Texas, as well as sales and service branches in Lafayette, Louisiana and Oklahoma City. Smith Hamilton sells and services ATMs, cash recyclers, safes and vaults, as well as pneumatic tube, alarm and video surveillance systems.
www.smithhamiltoninc.com

The Command video management software allows FirstBank & Trust system administrators at the bank's headquarters to easily configure and manage the recorders and cameras, assign user privileges, and monitor the performance of the system.

To date, access to video has been limited to Waller, the IT department and the bank's internal auditor, but there are plans to also provide branch managers and teller supervisors with the necessary privileges to review video.

One of the most innovative applications of the March Networks video surveillance system at FirstBank & Trust is a camera matrix that allows the internal auditor to view live video of the vaults at each branch simultaneously.

"She clicks on the pre-configured camera view in the morning and is able to watch the tellers as they come and go to make sure they're complying with our dual control policy,"

said Waller. "Instead of just asking the tellers if they are complying with the bank's policies, she can watch them to make sure they are. That's one of the things we like best about the March Networks system."

Aside from ensuring compliance with internal audit policies, the video surveillance system mitigates the usual risks faced by all financial institutions, including bank robberies and liability claims.

"We're very pleased with the March Networks system," said Waller. "It does a lot more than our previous systems and has the features and functionality we were looking for." ▼

FIRSTBANK & TRUST

FirstBank & Trust is a community bank serving the city of Lubbock, Texas, and surrounding area. Established in 1996, the bank operates five branches, has \$650 million in assets and prides itself on its "Touch your heart customer service." www.firstbanklubbock.com



North America 1 800 563 5564
Latin America +5255 5259 9511
Europe +39 0362 17935
Asia +65 6818 0963
Australia and New Zealand +61 1300 089 419
Middle East and Africa +971 4 399 5525

© 2016. March Networks, An Infinova Company. All rights reserved. Information in this document is subject to change without notice. MARCH NETWORKS, March Networks Command, March Networks Searchlight, March Networks RideSafe, and the MARCH NETWORKS logo are trademarks of March Networks Corporation. Infinova is a trademark of Infinova Corporation. All other trademarks are the property of their respective owners.
marchnetworks.com

MARCH
networks
An Infinova Company