

VISUALGATE SYSTEMS GET "TOP MARKS" IN SECURITY EVALUATION

Astoria Federal Savings Bank – a major bank with 86 banking offices and 120 Automated Teller Machines (ATMs) across New York was faced with a major security issue. Aside from the growing challenges of using an aging and inefficient technology for video surveillance, they had an even bigger problem: Although the advent of the ATM had revolutionized banking, it also provided a new gateway for identity theft and fraud. The modern thief had found a new way to steal from the bank using ATMs, and the security system they had in place was doing very little to stop them. So, after an extensive evaluation, Astoria Federal Savings' security team realized it was time to upgrade their old system – using traditional VCRs – to a more sophisticated and flexible Digital Video Recording (DVR) system.

THE PROBLEM WITH ANALOG

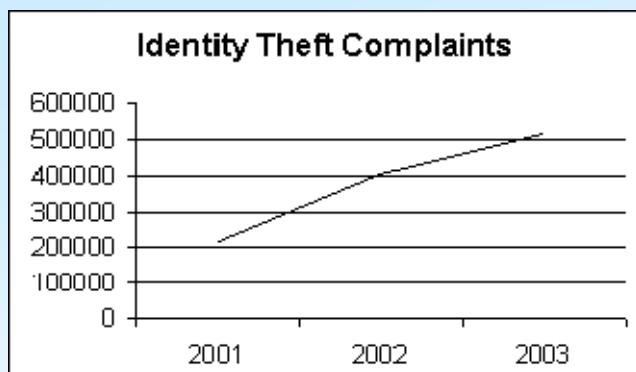
Traditionally, banks have relied on the use of VCR's for security by simply recording daily activities that could later be viewed if needed. While many crimes have been 'caught on camera', there are many challenges and limitations in using this technology for security purposes. For one, searching capabilities are limited and inefficient. Locating a particular event or time period in an analog tape is a process that could typically take hours – even days, and VCR tapes are limited in image quality, storage capabilities and cannot offer remote viewing.

Further limitations are:

- Lack of connectivity across various branches
- Isolation from other security systems (i.e. alarms)
- No means of linking transaction data with recorded images.



In a recent FTC survey, it was reported that between 1998 and 2003, 27.3 million Americans were victims of identity theft.



According to a survey conducted by the Federal Trade Commission (FTC), among the most common types of identity theft – bank fraud ranks highly and is one of the fastest growing crimes in the United States. In 2003, the FTC estimated that 10 million Americans were victims of identity theft.

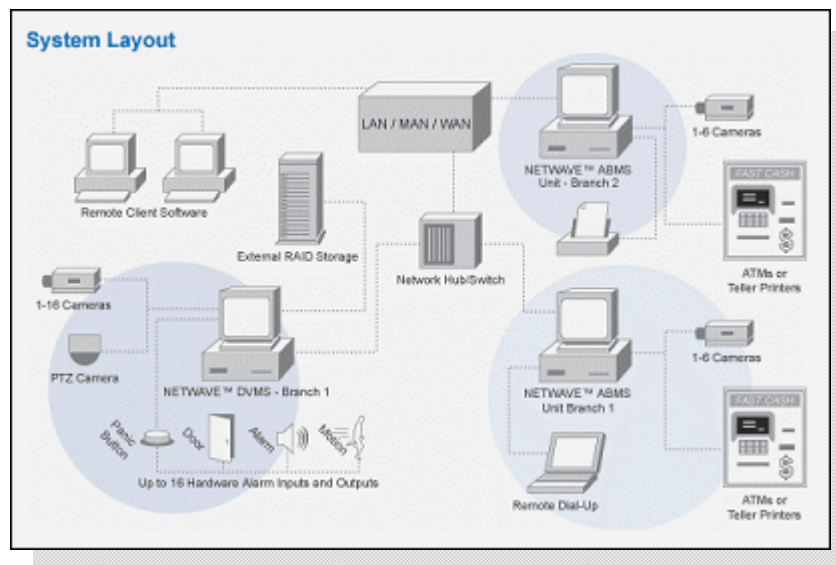
BANKING ON A DIGITAL SOLUTION

After a review of available technology, the security team at Astoria Federal Savings was convinced that implementing a DVR system would most effectively address their needs. They determined that DVR technology would offer a more advanced surveillance solution that would maximize system uptime and speed up investigations and recovery time. It featured networked video, real-time viewing and recording, multiple search parameters and a long-term storage solution. It also removed the possibility of missing or damaged tapes and facilitated formal processes for log-ins, back-ups and allowed them to customize multiple features. However, one of the most compelling reasons for the Bank to make the switch to digital recording was the ability to link transaction data with high quality video images. Now, in a just a matter of seconds – images of **anyone at anytime** – could be retrieved along with specific details relating to their ATM transaction.

While it was clear that a DVR was the right choice - the next step for Astoria's security team was to select a DVR system that was highly reliable, easy for users to configure and maintain, and able to link several bank branches into a single network. In addition, it was important for the system to be user-friendly - allowing investigators to easily extract data and offer the capability to record, retrieve, and review video simultaneously.

VISUALGATE'S DVR SYSTEM: AN EASY CHOICE

VisualGate's NETWAVE Automated Banking Management System (ABMS) offered a long list of features that quickly made it the system to be compared to. Among the leading factors for their decision was that it was PC-based and gave centralized access to bank transaction information. With more than 86 banking offices throughout New York and growing, this was fundamental. Astoria's security team could now remotely access video from any DVR on the network, while the bank's System Administrators could handle the configuration, maintenance and management from one centralized location.



VisualGate's NETWAVE ABMS System Layout



Also impressive to the security team, was the software's open architecture, allowing the ABMS system to be customized to suit Astoria's particular requirements and equipment. This made the decision to implement the ABMS system a cost-effective one, as it could easily be configured with the ATMs and computer equipment that were already in place. Furthermore, it was easy to use, offering multiple search options, simultaneous real-time viewing and recording, and could easily link transaction data and high quality video with a click of a mouse. Issues with data storage were also solved, as the ABMS offered a long-term storage solution in a compact, removable Hard Disk Drive (HDD).

NYPD REPORT: ASTORIA SAVINGS AMONG SAFEST BANKS

As a direct result of implementing an aggressive strategy of acquiring the most advanced DVR feature-set by selecting the NETWAVE ABMS – Astoria was ranked as one of the safest bank branches in the area. It was reported in *The Daily News*, April 23, 2003 in an article entitled, "Mike: Stop bank jobs!" that Astoria Federal Savings was among a list of banks most likely to be robbed. In the article, Mayor Bloomberg suggested that the banks being robbed were often the ones that had failed to deal properly with the threat. He also added, "The fact of the matter is some banks have really taken precautions...and have really good cameras which help us catch somebody if they try to rob the bank. And word is out – don't go to those banks."

Of the 15 banks that were cited as "Most likely to be robbed," Astoria Savings was the only bank to report no robberies. This key accomplishment has been attributed by Astoria's security team to be a result of the sound and reliable protection of the NETWAVE ABMS.

AREA BANKS MOST LIKELY TO BE ROBBED		
BANK	BRANCHES	ROBBERIES
Commerce	11	10
Banco Popular	31	11
North Fork	78	27
Washington Mutual	46	11
JP Morgan Chase	192	33
HSBC	102	12
Fleet	40	8
Citibank	125	15
Independence Savings	33	3
Greenpoint	50	4
Queens County Savings	33	3
Emigrant Savings	25	2
Bank of New York	38	3
Riverdale Savings	23	1
Astoria Savings	29	0

SOURCE: NYPD — 2003 FIGURES

Astoria Federal Saving Bank provides a full range of financial products with 86 banking offices and 120 ATMs throughout Brooklyn, Queens, Nassau, Suffolk and Westchester counties, plus home financing in 14 states. At the time this case study was prepared, VisualGate's NETWAVE ABMS had been implemented in more than 60 branches across the state of New York.