

## A Danish bank is pleased with digital networked surveillance.

**“Previously, the bank tellers or managers had to ensure that videotapes were running in each location. Now it's the security people who only have to check once a day that the system is functioning optimally. The bankers have more time to do their core jobs - namely, to serve our customers. We are very pleased with this.”**

- Anders Andersen, Chief of Education and Security at Egnsbank Han Herved A/S

### ● The Challenge

Egnsbank Han Herved A/S has 12 bank branches. Each location has to be secured individually but with the future goal of central control of the surveillance system. Most important, however, was to have the best image quality so the recordings could be used for identification.



### ● The Solution

Networked digital video surveillance operates with an open platform using Milestone Systems XProtect software, managing a combination of color and dome cameras, depending on the areas to be monitored. The Danish Milestone partner AC Sikring made the installation.

### ● The Advantages

Egnsbank Han Herved's head office wanted a software-based security system, so the solution can be expanded over the next few years to other locations. They have chosen a digital networked solution that is future-safe, flexible and scalable.

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Egnsbank Han Herved is a medium-sized Danish bank with 12 local branches and four other offices in Denmark, covering a large geographical area. The bank is the result of a merger in 1992 between a local bank and an investment company. Later there were acquisitions like DAI Horsens A/S, the Danish Mortgage Exchange, and establishment of the internet subsidiary called Day2Day Bank. Today there are 225 employees in the entire organization.

Egnsbank Han Herved has both private and commercial customers. The bank puts customers first, and puts emphasis on close customer contact as their core success parameter to ensure the best service at all times. This focus shone through, as well, when the company chose a new system for their future security solution.

### Found it at a trade show

In the beginning of 2003, the bank was looking for a supplier for a new and more modern security solution. They went to a security trade show to get an overview of the current possibilities available in the market. They were looking for a system that could deliver sharp images for identifying people. It also had to be stable, and it was important that their investment in the new setup could minimize the work involved with surveillance.

"AC Sikring presented a software-based surveillance that met our security criteria," says Anders Andersen, Manager of Education and Security at Egnsbank Han Herred. "Shortly after the show I met with them again to get a more detailed run-through of the system. After that meeting I installed a trial setup at our head office, where I had the opportunity to test the system in practice before I decided to buy it. After three weeks of the system functioning without any problems, the software was installed permanently."

### **The new solution**

Milestone XProtect software is digital video surveillance that operates over the network and archives the images in a computer database. This means that bank personnel are now relieved of having to use time on continual videotape changes and lengthy searches for evidence, which is a problem with the analog approach.

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The routine check ensures the bank that images are always being recorded, should any unexpected events occur at any of the locations - especially in connection with pickup and delivery of currency. In addition, the digital solution provides fast and easy exporting and sending of images to the police or other authorities. With just a few clicks of the computer mouse, bank security staff can quickly search by date and time to find evidence, burn a CD with the images or send them via email.

### **Future expansion**

The Milestone XProtect installation in the head office has been such a success that Egnsbank Han Herred plans to expand it to more locations.

"Today the other branches are still running the analog systems, which have been refreshed and adjusted to function optimally, but the software-based solution will be extended to them. Our plan is for an ongoing switch-over, with the goal to eventually achieve a totally central monitoring of all locations from the head office," confirms Andersen.

### **Top security on all fronts**

The new security solution has received such a positive response - not least because the bank has made an effort to communicate to the personnel about the goals of the surveillance: that it ensures a more secure environment for both employees and customers, protecting people, property and assets.

Anders Andersen holds regular meetings about the security setup in detail, so no one is in doubt about how it works. He emphasizes that everyone in the bank knows what to do in the event of a bank robbery, and that these procedures lie in every desk drawer. The combination of a well-informed staff and a professional surveillance system comprise an optimal security situation, so the bank's people can feel safe and use their time and energy on business.

For more information see [www.ehh.dk](http://www.ehh.dk), [www.ac-sikring.dk](http://www.ac-sikring.dk), or [www.milestonesys.com](http://www.milestonesys.com).