Searchlight for Banking

Intelligent software application that integrates surveillance video, analytics, and teller/ATM transaction data

March Networks Searchlight™ for Banking combines enterprise-class video management with intelligent software applications to help banks prevent fraud, speed investigation time, oversee operations, improve service, and increase profits. By integrating surveillance video with teller and ATM transaction data, Searchlight helps security and fraud investigators work more quickly and effectively, dramatically reducing the time and costs incurred with each investigation and yielding accurate, measurable results. Searchlight's business analytics deliver valuable insights into customer behavior, employee performance, and branch operations, which can ultimately improve the overall customer experience.

Key Benefits

▼ **Transaction Summaries.** View and compare user-definable report summaries (withdrawals, deposits, account number, etc.) to identify potential issues based on transaction trends over time.

▼ **Transaction Reports.** Review transaction data integrated with video to quickly investigate potential fraud at ATMs and tellers.

▼ **Business Analytics.** Gain insights into customer behavior, employee performance and overall branch operations.

▼ **Operations Audits.** Review snapshots from the cameras at your branches to see what's happening, and discern operational issues like branch cleanliness, safety concerns, placement of promotional displays, etc.

▼ **Business Rules.** Detect possible fraud by reviewing lists of transactions and events that are important to you, e.g., possible skimmer installation or instances of cash harvesting, and be automatically alerted about these events via email.

▼ **Security Audits.** Filter by branch and/or alarm and view alarm video from the vantage point of one or multiple cameras; export alarm details along with relevant video and audio evidence.

▼ **Centralized teller and ATM transaction integration.** Searchlight uses a central application server, and imports its data directly from customers' back-end transaction systems, embedded comfortably within their secure data center.

Help security and fraud investigators work more quickly and effectively, and gather valuable metrics on your operations, marketing and customer service to improve overall customer experience.

Get a complete view of your business through video

TRANSACTIONS SUMMARY

Identify potential issues based on transaction trends over time

- View up to ten user-definable report summaries (withdrawals, deposits, account type, etc.) from one branch or a group of branches.
- Compare report summaries in dashboard display to easily analyze results.
- Identify trends by comparing which branches have the highest number of deposits and withdrawals based upon minimum amounts.
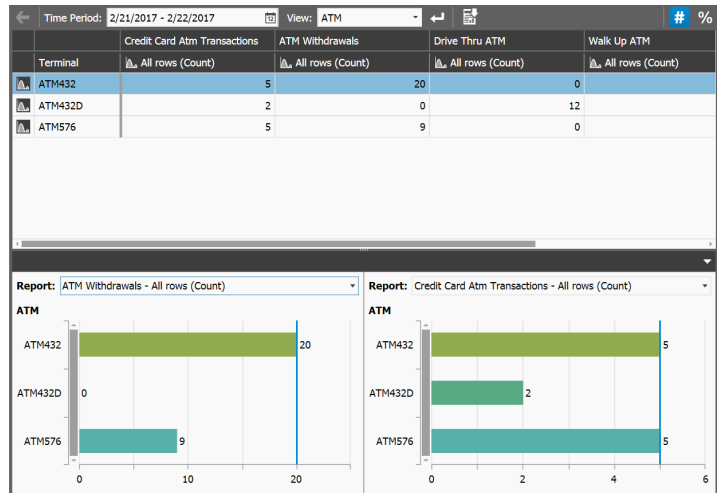
This Transactions Summary compares the number of ATM withdrawals (bottom left) vs. the number of credit card ATM transactions (bottom right) for each branch.

TRANSACTION REPORTS

Investigate transactions integrated with video

- Show all branch transactions — teller and ATM — in grid view to filter by card number, account number, transaction amount, etc.
- Show full transaction receipt, including details like transaction amount and time of transaction.
- Review each transaction with synchronized video snapshots.
- Analyze video via the easy-to-use interface.
- View thumbnails (with or without associated transaction details).
- Quickly investigate fraud at tellers and ATMs.
- Resolve customer disputes (e.g., empty ATM deposits).
- Look up additional transactions that are related to the highlighted transaction.
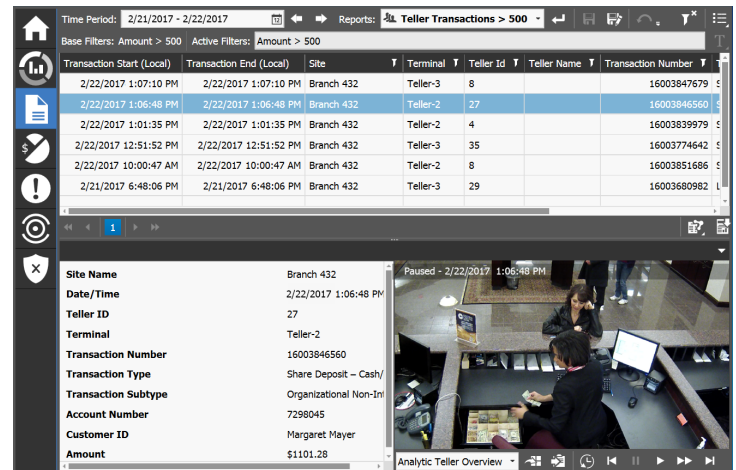
This Transaction Report lists all teller transactions >$500 at this branch; the receipt details and video for the selected transaction appear at the bottom of the screen.

BUSINESS ANALYTICS

Uncover customer service metrics and the need for possible staffing changes

- Identify the average number of people waiting in line for a teller or at an ATM, as well as the average wait time.
- Determine the average amount of time customers are waiting in line beyond the bank's "acceptable wait time."
- See how many customers are in specific areas of your branch.
- Establish metrics based on factors like:
  — The time or day that most people are waiting in line and for how long (to measure customer service and implement staffing changes)
  — How long it takes a customer to be helped once they reach the teller window
- Export business analytics data to an Excel file to incorporate into your own charts and reports.
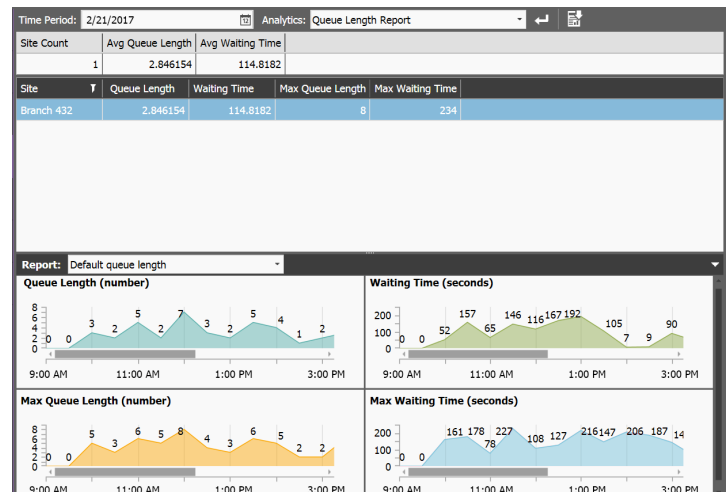
This Business Analytic dashboard provides an hour-by-hour count of the average (and max) number of people who waited in line at this particular branch, as well as their average (and max) wait times.

Investigate fraud and improve customer service with Searchlight for Banking

OPERATIONS AUDIT

Review summaries of what's happening at one or more of your branches

- Review snapshots taken from specific cameras, from every 30 minutes to every four hours.
- View thumbnails taken from one camera over a period of time, or from multiple cameras or locations taken at the same point in time.
- Spot check your branch(es) to discern operational issues, such as how clean the branch is, if employees are properly dressed, if the staff held their mandatory morning meeting, whether or not the branch opened on time, and how many customers are present and waiting.
- Click on a thumbnail to play the recorded video.
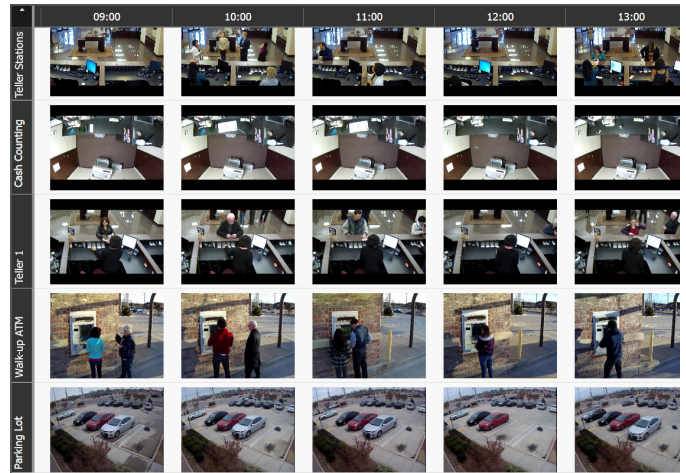
This Operations Audit shows snapshots of the teller stations, the cash counting room, teller station 1, the walk-up ATM, and the parking lot, each taken at one hour intervals at this branch.

BUSINESS RULES SUMMARY

Detect possible fraud by reviewing lists of transactions and events that are important to you

- Define rules based on transactions, video analytics (security and business), or a combination of both.
- In grid view, filter by branch or triggered business rule.
- Review transaction details with synchronized video snapshots.
- Analyze video via the easy-to-use interface.
- Receive email notifications of possible instances of fraud.
- Reduce the amount of time it takes to find suspect activity, such as potential fraud at tellers or ATMs, or possible cash harvesting or installation of an ATM skimming device.
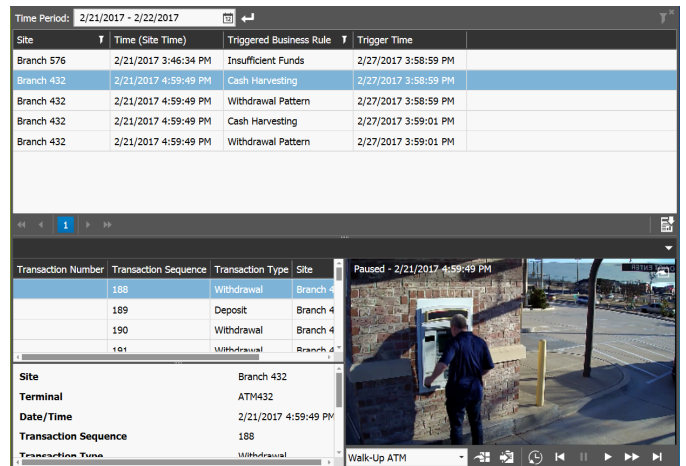

This Business Rules Summary lists all of the Business Rules that have been triggered at the various branches, and displays the details and video for the selected rule (in this case, potential cash harvesting).

SECURITY AUDIT

View and manage your alarms

- Review a list of all alarms, including physical and logical alarms (e.g., video analytics).
- Perform security audits to look for suspicious activity, such as:
  — Forced doors in access-controlled areas
  — Motion detection in sensitive area
  — ATM damage or theft
- Quickly filter by branch and/or specific alarms and view associated video from one or more cameras.
- Export alarm details with relevant video/audio evidence.
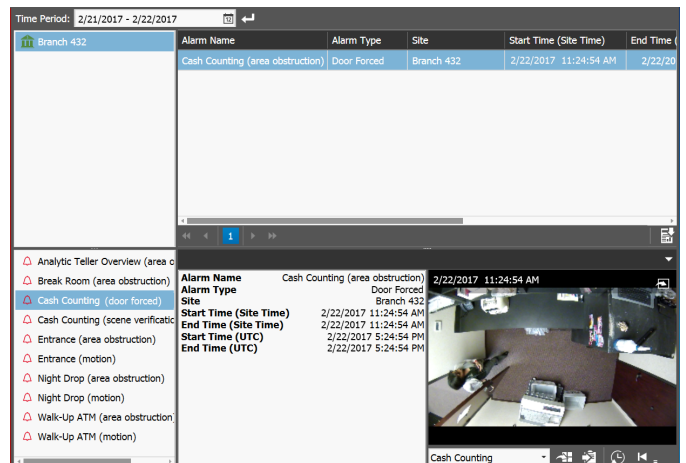
This Security Audit lists all of the alarms that have come in for the various branches, and displays the details and video for the selected alarm (door forced open in the cash counting room).

Searchlight for Banking

RECOMMENDED SYSTEM REQUIREMENTS

The following server requirements are recommended for typical usage. Command Enterprise Server/Searchlight system specs can vary based on the size of the Command system, number of active users, and number of daily transactions. Please contact your March Networks Sales Engineer for specific project sizing.

CLIENT INTERFACE

	COMMAND CLIENT	COMMAND PLAYER
Operating System	Windows 7 SP1, Windows 8, Windows 8.1 and Windows 10 with Microsoft .NET Framework 4.5.2 installed	Windows 7 SP1, Windows 8, Windows 8.1 and Windows 10 with Microsoft .NET Framework 4.5.2 installed
Processor (CPU)	Intel i3 or equivalent (minimum)	Intel i3 or equivalent (minimum)
HDD Space	200 MB	50 MB
Network Interface	Gigabit Ethernet	N/A
Memory	2 GB (minimum) 4 GB (recommended)	2 GB (minimum) 4 GB (recommended)
Video Card	Intel HD 4000 video card (minimum) or an equivalent video card compatible with Microsoft DirectX 11 and Direct3D	Intel HD 4000 video card (minimum) or an equivalent video card compatible with Microsoft DirectX 11 and Direct3D

Generating Business Intelligence

Searchlight integrates with several devices to deliver business intelligence that can help you improve customer service and speed up fraud investigation.

The **Brickstream 3D Analytics Sensor** from Flir captures and analyzes data on people counts, queue lengths/wait times, and service arrivals/service times inside the bank.

The **MegaPX ATM Cameras** incorporate a presence detection analytic that can reduce the amount of time it takes to find suspect activity like possible cash harvesting or installation of an ATM skimming device.

The **8000 Series Hybrid NVRs** offer an optional presence detection analytic that integrates with analog cameras, and can reduce the amount of time it takes to find suspect activity like possible cash harvesting or installation of an ATM skimming device.

ORDERING INFORMATION

27207	Command Enterprise Base Licence (required)
30795	Searchlight 4 Banking Base License
30847	Searchlight 4 Transaction Per-Location License (supports up to 32 tellers/ATMs and up to eight recorders per site)
30804	Searchlight 4 Business Analytics Per-Location License (supports any March Networks certified analytics cameras, sensors or devices)
24315	One-Year Software Maintenance Agreement (required for all Searchlight licences)
30903	First-Time Transaction Integration

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