

A Leading US Financial Services Company

For nearly two decades, Verint® has provided successful banking organizations with Actionable Intelligence® solutions for securing people and property, improving customer service, and building customer loyalty.

The Company

One of the top 20 banks in the United States, a Fortune 500 company with nearly \$200 billion in assets and over 1,500 retail branches, including both traditional branch and in-store locations

Their Verint Solutions

- Impact 360® for Retail Financial Services
- Nextiva® IP Video

The Bottom Line

- **Service and Savings.** Better customer service, plus over \$30 million in savings by matching staffing to customer traffic
- **Safety and Security.** Enterprise-wide video security that helps the Bank deter crime, investigate incidents, and apprehend perpetrators

Verint has a long-standing relationship with a large financial services organization that was ranked among the top 20 US banks in 2010 and has received numerous awards for its outstanding business solutions. The Bank, which offers its clients a wide range of deposit, trust, and investment services, operates over 1,500 branches in both traditional branch offices and in-store locations

Since the late 1990s, Verint solutions and services have helped this Fortune 500 company create a safer environment for Bank customers and staff and deliver the outstanding customer service that builds customer loyalty and generates value.

Improve Customer Service and Reduce Operating Costs

Verint and this top financial services company enjoy a highly collaborative and consultative working relationship that has enabled the Bank to improve customer service, while optimizing resource costs. Over more than a decade, the relationship has grown from a series of consulting engagements to implementation of a comprehensive workforce management solution and has saved the Bank more than \$30 million, primarily through more efficient branch staffing.

 **Over \$30 million in savings using Verint workforce management solutions and services**

Today, Verint Impact 360 for Retail Financial Services provides the Bank with automated demand forecasting, staff scheduling, and long-term capacity planning at both enterprise and branch levels. Designed specifically for the retail banking and financial services market, the Verint suite combines powerful software and services to deliver outstanding visibility into customer service processes and workforce productivity and performance. Using a proven methodology and sophisticated algorithms to analyze historical data, Impact 360 forecasts customer traffic with a high degree of accuracy and automatically matches staffing to forecasts with the right mix of full-time, part-time, and peak-time resources.



POWERING ACTIONABLE INTELLIGENCE®

The Bank uses Impact 360 to forecast overall demand and determine long-term staffing requirements. The branches use Impact 360 to more effectively staff their locations to accommodate customer traffic and meet service level goals. Intuitive and easy to use, Impact 360 has been widely accepted throughout the organization and is an important tool in the Bank's annual budget process.

Going forward, the solution's powerful "what if" functionality will enable the Bank to determine how various changes in processes and personnel will impact staffing and whether certain adjustments will be needed to both accommodate change and adhere to budget guidelines.

A Safer Environment for Banking Customers and Staff

In the late 1990s, the Bank sought to improve its video security infrastructure and eliminate the cost, inconvenience, and uncertainties of analog video recording: the need for branch managers to monitor and maintain their video recording devices; reliance on videotapes, which could be easily damaged, lost, or destroyed; the inability to interface with other security systems; and the challenges of implementing video security consistently across all retail branches.

The Bank conducted an extensive search for a highly reliable, manageable, enterprise-class digital video solution. Today, the Bank uses Nextiva Intelligent Digital Video Recorders in virtually all of its 1,500 retail branches and Nextiva Op-Center™ to configure, manage, and troubleshoot all of its Verint DVRs from a central location.

Nextiva Intelligent DVRs — including the powerful NetDVR™ II and the IP-based EdgeVR™ — capture high-quality video, while optimizing use of the Bank's valuable network resources. With powerful interfaces to the Bank's security systems, these network video recorders can initiate recording and enable video to be retrieved based on security system events, such as a teller activating an alarm. As a result of implementing Nextiva, the video security system has become not just a deterrent to robbery and other crime, but an important asset for investigating crime and apprehending perpetrators.

■ ■ ■ ■ ■ **More effective deterrence, more productive investigations, and a collaborative relationship for the long term**

But, what really stands out for this banking customer is its close relationship with Verint. Verint's long-standing, collaborative relationship with the Bank, world-class support for the third-party system integrators who sell and maintain the solutions, and reputation as a single source for virtually every facet of video operations continue to make Verint the vendor of choice for this Fortune 500 company's enterprise video security system.

Verint Intelligence in Action

Verint Actionable Intelligence solutions help leading banking organizations create a responsive, secure, and efficient banking environment that fosters stronger customer relationships and sustainable competitive advantage. Today, 80% of the top 25 US commercial banks use Verint solutions to optimize workforce performance, secure branches and ATMs, and reduce risk and loss.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence solutions and value-added services. More than 10,000 organizations in over 150 countries use our workforce optimization and security intelligence solutions to improve enterprise performance and make the world a safer place. For more information, visit www.verint.com.



info@verint.com
1-631-962-9600

330 South Service Road
Melville, NY 11747 USA

www.verint.com