

A Top 25 US Banking Organization

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.

A top 25 US banking organization with nearly 10,000 employees and 400 offices has been a Verint client since 2001. The Bank offers an array of financial services for individuals and businesses of all sizes and has been recognized for excellence in relationship management, financial stability, and customer satisfaction.

The Company

A full-service commercial bank, ranked among the 25 largest banks in the United States, with over \$80 billion in assets

Their Verint Solutions

- Nextiva® IP Video
- Impact 360® for Retail Financial Services
- Verint Contact Center Recording and Quality Monitoring

The Bottom Line

- **Security.** The Bank can manage and view security video from a central location, and the system is easier to scale, less costly to operate, and more effective in reducing loss.
- **Service.** The Bank can forecast activity in any branch location for specific days and times and schedule the best mix of staff to provide outstanding service.
- **Quality and Compliance.** The Bank can record and review customer interactions with a solution that's so trouble free, the staff hardly knows it's there!

Provide a Safer Environment for Customers and Staff

As part of a recent security initiative, the Bank sought to move from VCR-based video surveillance to more reliable and efficient DVRs. The advantages of digital video recording were clear. VCRs require on-site personnel to view video and manage the individual devices, and they record on tapes that can be easily corrupted, lost, or destroyed. By contrast, DVRs can be networked for centralized management, video viewing, and video storage, and digital video can be integrated with ATM and teller data for a more complete understanding of what is occurring in bank branches and offices. The result is more robust and reliable video surveillance and more effective video security.

Video security that's easier to manage and scale, less costly to operate, and more effective in reducing loss

Within just six months, Verint and one of its partners replaced the Bank's legacy VCRs with over 400 Verint Nextiva NetDVR™ II and microDVR™ II devices, along with Nextiva Vid-Center™ for centralized video viewing and Nextiva Op-Center™ for centralized DVR management. Today, Verint solutions capture high-quality video of ATM and teller operations in all Bank branches and enable authorized Bank personnel to view activity on site or from a central location. Staff can rapidly retrieve specific video images, instead of cycling through entire tapes, and quickly transmit digital video evidence to law enforcement agencies without having to visit individual sites, pull tapes, and make copies.

The benefit to this Verint customer? Video security that is easier to manage and scale, less costly to operate, and more effective in reducing loss. In the year following the launch of its new security program, which included the Nextiva deployment and other security initiatives, the Bank experienced a dramatic reduction in robberies and associated losses. The Bank also received positive feedback from both the FBI and local law enforcement for its dramatic results.



POWERING ACTIONABLE INTELLIGENCE®

Improve Customer Service While Reducing Costs

Recognized for customer satisfaction and leadership in community reinvestment, the Bank works hard to keep its branches appropriately staffed to meet customer service levels. To help optimize quality and costs, the Bank relies on Verint's Impact 360 for Retail Financial Services to forecast resource requirements, schedule staff, measure performance, and facilitate strategic long-term planning.

- Unprecedented visibility into branch activity,
- staffing, and performance and greater
- enthusiasm for surpassing service goals

Impact 360 helps banking organizations align staffing with customer demand, improve cost management, and analyze and adjust customer service processes to enhance the customer experience. Using Impact 360, the Bank can forecast activity in any branch location at a particular day and time and can project the mix of staff needed to meet that location's service level objectives. Forecasts cover any area where transactions occur and any combination of transactions. Reports show managers how actual activity and service levels compare to forecasts, and "what if" functionality enables them to project the impact of process changes on staffing and budgets. Impact 360 replaces subjective manual or spreadsheet-based scheduling with an automated process that matches resources to customer traffic.

The benefit to this Verint customer? Impact 360 has helped the Bank deliver an outstanding customer experience and optimize its staffing requirements at the same time. Plus, unprecedented visibility into branch activity, staffing, and performance has fueled

management's enthusiasm for using Impact 360 to surpass service goals.

Make Employees Successful and Deliver a Better Customer Experience

The Bank values its employees and strives to give them the resources they need to be successful. Since 2001, the Bank's call centers have used Verint Recording and Quality Monitoring to help staff perform more effectively. This enterprise workforce optimization solution is designed to enhance the quality improvement process for supervisors and staff, with features that include voice, data, and desktop screen recording; automatic selection of calls for evaluation; customizable evaluation forms; and an intuitive evaluation/playback workspace.

The benefit to this Verint customer? The Verint solution provides call center supervisors and employees with tools for success, while providing the Bank with an IT-friendly solution that is reliable, stable, and easy to administer — virtually trouble free. The call center gains the intelligence it needs to operate more effectively with a solution that performs so efficiently, the staff hardly knows it's there.

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