

IP Video Surveillance Improves Bank Efficiency and Security

Cisco Borderless Network enables Serbian bank to improve physical security, reduce costs, and support increase process efficiency.

Customer Name: Banka Postanska Stedionica

Industry: Financial Services

Location: Serbia

Number of Employees: 1500

Business Impact

- Creation of end-to-end, branchwide surveillance system
- Cost of maintaining and operating aging, disparate analog systems significantly reduced
- Improved operational efficiencies through more effective monitoring



Case Study

Business Challenge

Banka Postanska Stedionica, the Serbian Postal Savings Bank, is Serbia's biggest retail bank, serving more than two million customers. The state-owned financial services group has grown through acquisitions, meaning its various video surveillance systems had little standardization. The systems were based on a variety of traditional closed-circuit TV (CCTV) from different vendors, with only a small proportion attached to networked video recorders. Monitoring and maintenance had to be done at a branch level, which was far from efficient and, with little automation, relied on people being able to recognize and respond to events. It also made it virtually impossible to support a coordinated incident response.

In 2010, aware of the need to update its physical security systems, not least to help protect the large proportion of its customers who were elder citizens drawing pensions, Banka Postanska Stedionica started looking into how new technologies could help with video surveillance. The bank was particularly interested in using its Borderless Network, based on Cisco® Integrated Services Routers (ISRs), to create a single, coherent, end-to-end surveillance system.

Solution and Results

Cisco provided a video surveillance management platform, including servers, archiving, and monitoring software. New, high-resolution Cisco IP cameras were installed in 36 of Banka Postanska Stedionica's branches. Care was taken to protect the bank's existing investment in four additional branches by reusing analog cameras. These cameras were connected onto the network via Cisco analog video gateway modules, which convert their output to IP.

The value of the system became evident soon after it was switched on. In one branch, a cashier accidentally gave a customer an overpayment of 20,000 Serbian dinars (about USD\$275), and the video recording helped to identify where the transaction had been made and to efficiently rectify it.

The bank has streamlined its operations and reduced maintenance and training costs by adopting a single solution and running its physical security and data over the same network architecture. Thanks to IP, the video streams from any branch can now be monitored from a PC in central office, or indeed any other branch on the network. The new IP cameras provide much higher-quality pictures than their CCTV predecessors, and a further 12 branches are now benefiting from the new surveillance platform.



“Like any bank, we are highly conscious of the need for security and with Cisco video surveillance, we have been able to upgrade our systems in the most cost-efficient way.”

Dragisa Lojanica

Head of IT, Banka Postanska Stedionica

For More Information

To find out more about Cisco physical security, please go [here](#)

To find out more about Cisco Borderless Networks, please go [here](#)