

## DIGIEYE ATM INTEGRATION



**END-USER NAME:** a BANK that, with more than 31 millions of customers and a network of over 11.000 branches in 76 countries in the world, is one of the main global referral in financial markets.

**VERTICAL APPLICATION:** Bank and Financial Institutions

**LOCATION:** Italy

**CHALLENGE:** The End-User had asked for an integration on the already installed +800 DigiEye systems to detect potential suspicious activities nearby the already installed +1,000 ATM terminals

**SOLUTION:** The DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION allows the DigiEye COMPACT, 3G and 3H video recorders to interface with the ATM terminals via TCP/IP network to detect suspicious activity nearby an ATM terminal, as well as anomalies and/or malfunctioning of the same and transmit them to the Control Centre for their management.

**RESULTS:** Unlike other products in the market that offer this kind of integration through an additional hardware board, the DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION does not require any hardware interface nor physical intervention, allowing significant cost and time savings. Since November 2012, the DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION has already been installed on more than 400 DigiEye Systems allowing their interfacing with over 500 ATM DEVICES; this number will increase to integrate the entire installation base.

## THE CHALLENGE

The BANK has been using the DIGIEYE multifunctional video surveillance systems since the early 90s meaning an installation base of more than 800 agencies protected and secured for nearly twenty years by the DigiEye systems. The BANK needed a solution integrated with the videosurveillance system to detect potential suspicious activities (for example the so-called skimming) nearby its ATM terminals. The customer had already analyzed different solutions, leaning towards a software-only system/ATM device integration that didn't need any additional hardware device. The key issue to this customized project was to combine the DIGIEYE/ATM INTEGRATION with the exiting installation base made of COMPACT and 3G systems on one hand, and on the other, ATM devices already configured with their own ATM Security Agent bundle. For this the reason, the BANK asked SYAC·TB to integrate the ATM Security Agent Multivendor on the DigiEye systems, trusting in SYAC·TB's expertise and integration capabilities.



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## THE SOLUTION

The solution provided by SYAC.TB has gone beyond the detection of potential suspicious activities nearby the ATM terminals, and has exceeded the end-user's expectations. As a matter of fact, the DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION developed by SYAC.TB also allows to detect anomalies and/or malfunctioning of the ATM terminal and transmit them to the Control Centre for their management. It is, therefore, possible to receive event notifications such as the insertion or return of the bankcard, the opening or closing of the cash dispenser and the tampering of the bank notes dispenser.

The DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION developed by SYAC.TB occurs through the Security Agent Multivendor properly installed on the ATM devices, which allows the communication via LAN (TCP/IP protocol) between the two devices (the DigiEye COMPACT/3G/3H and the ATM device), and allows to interface a single DigiEye video surveillance system with up to 4 ATMs provided with the Security Agent Multivendor. The events reported through the communication protocol, which enables to detect suspicious and fraudulent activities and possible anomalies, are:

1. Insertion/return of the bankcard
2. Opening/closing of the dispenser
3. Dispenser tampering
4. Keepalive

The first three event types can be used to trigger different kinds of actions or to be part of complex "custom trigger" events allowing to implement sophisticated alarm conditions based on heuristic evaluation criteria (i.e. who, why, where) and trigger actions such as recording, digital outputs activation, calls to the control centre, etc.

## THE RESULTS

The DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION solution developed by SYAC.TB solved the customer's problem of "through only software" interface integration. Indeed, this integration does not require any hardware interface and, therefore, there is no need for physical intervention in the installations where the DigiEye systems are already present. Unlike other solutions in the market offering this kind of integration through an additional hardware board, the DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION does not involve any additional or recurrent (agency by agency) installation costs allowing significant cost and time savings.

The DIGIEYE COMPACT/3G/3H AND ATM INTEGRATION is an example of SYAC.TB's capabilities for easy yet powerful integration with other proprietary security technologies. Since November 2012, this solution developed by SYAC.TB for the BANK has already been installed on more than 400 DigiEye systems allowing their interfacing with over 500 ATM devices and this number will increase to integrate the entire installation base.