

Searchlight for Banking

Intelligent software application that integrates video, analytics, and data (e.g., teller and ATM transactions, RFID, and license plate recognition)



March Networks Searchlight™ for Banking

combines enterprise-class video management with intelligent software applications to help banks uncover fraud, speed investigation time, oversee operations, improve service, implement risk management, 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. Additionally, these video-enabled insights can help to power branch transformation.

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, waved fees, handling of large split deposits, wallet share reporting for cross-sell opportunities, and regulatory compliance issues.
- ▼ **Business Analytics.** Gain insights into customer behavior, speed of service, workforce optimization, 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 dual control, secure storage of keys and documents, etc.
- ▼ **Business Rules.** Get automatic emails listing transactions and events that are important to you, e.g., possible skimmer installation or instances of cash harvesting.
- ▼ **Security Audits.** Filter by branch and/or alarm and view alarm video from the vantage point of one or multiple cameras, e.g., entry, exit and activity in vault areas or other secure/concealed locations. Export alarm details along with relevant video and audio evidence.
- ▼ **Customized landing page report.** Any Searchlight report can be saved as your default report, complete with filter parameters set to desired values. Each time you access Transaction Reports, that default report will automatically be displayed.

Help facilitate branch transformation and increase overall customer experience by gathering valuable metrics on operations, marketing and speed of service at your financial centers.

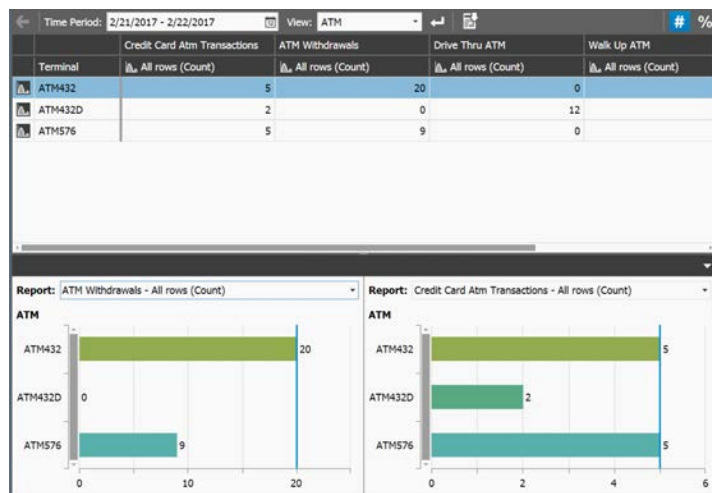
Get a complete view of your business through video



TRANSACTIONS SUMMARY

Build custom dashboards to 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.
- Create your own dashboards based on reports, e.g., risk dashboard, cross-sell opportunity, and low quality account dashboard.
- 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.



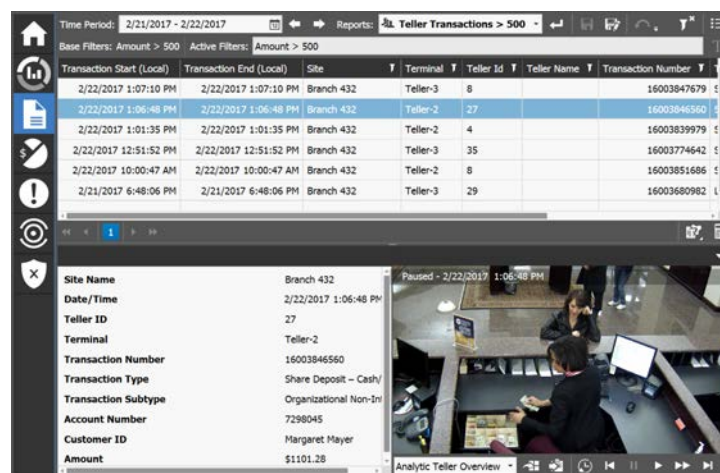
This Transactions Summary compares the number of ATM withdrawals (bottom left) vs. the number of credit card ATM transactions (bottom right) for each branch.



TRANSACTION REPORTS

Investigate transactions integrated with video

- Display list of all branch transactions — teller and ATM — and 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.
- Search and sort through license plates at your drive-thru's, and match those plates with video snapshots for fast and easy investigations.
- 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.



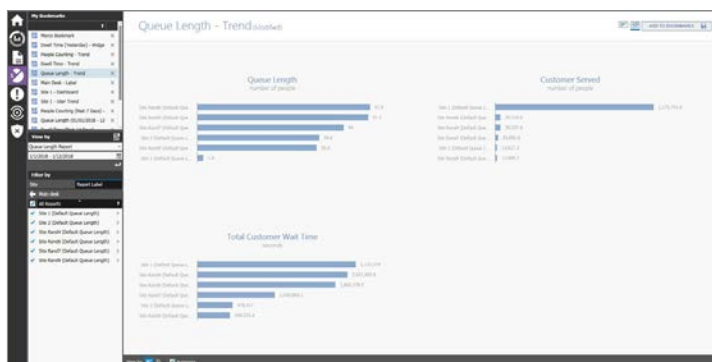
This Transaction Report lists all teller transactions >\$500 at this branch; the receipt details and video for the selected transaction appear at the bottom of the screen.



BUSINESS ANALYTICS

Uncover speed of service metrics and the need for possible training or staffing changes

- These analytics help with workforce optimization and branch transformation.
- Identify the average number of people waiting in line for a teller or at an ATM, as well as the average wait time.
- Dashboards can show which branch locations have the longest and shortest queue lengths.
- 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 lets you compare the best versus the worst wait times across all branches, then drill down from there to investigate.

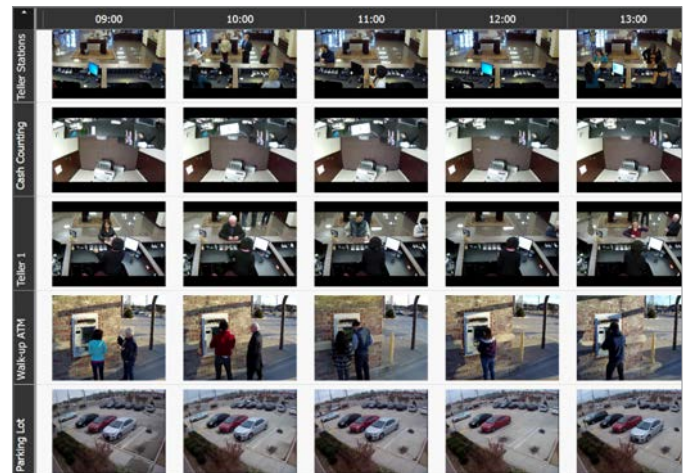
Investigate fraud and improve customer service with Searchlight for Banking



OPERATIONS AUDIT

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

- Spot check your branch(es) to discern operational issues, such whether keys and documents are kept secured, dual control in action, regulatory signage is in place, deposit slips and other service documents are in supply, and all-clear signals and other safety precautions are in use.
- Create a filter for your time-window-of-interest (e.g., 07:30 to 09:30) to show snapshots for only certain times of the day—at desired locations—and narrow it down to the particular cameras (e.g., Front Line or Vault).
- Click on a thumbnail to play the recorded video.
- “Check off” your thumbnails of preference, then right click to export to email.



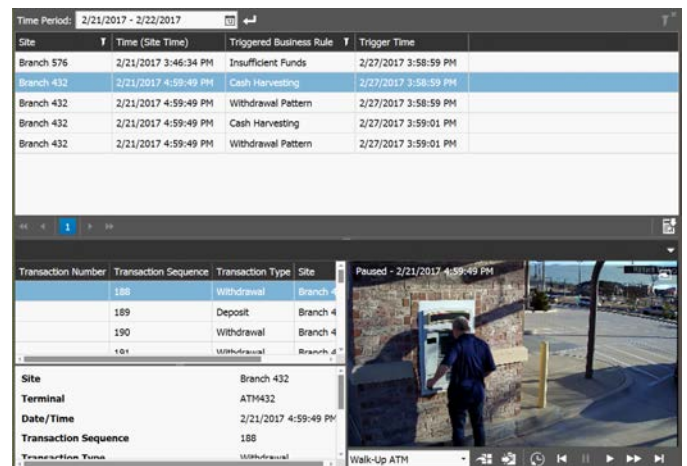
This Operations Audit shows snapshots of the teller stations, the cash counting room, teller station 1, the walk-up ATM, and the parking lot, each taken at one hour intervals at this branch.



BUSINESS RULES SUMMARY

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

- Define rules based on transactions and/or analytics then receive emails listing all instances of those rules being broken, including the details and video for each. For example, see all instances of exceeded wait times, open vault, and two or more people in the financial center.
- 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.



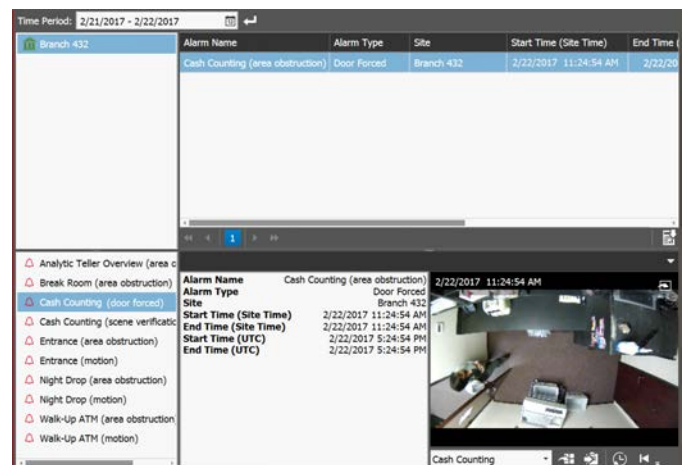
This Business Rules Summary lists all of the Business Rules that have been triggered at the various branches, and displays the details and video for the selected rule (in this case, potential cash harvesting).



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:
 - When a night drop was deposited
 - When the vault area was accessed
 - Who initiated the disarm signals
- 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.

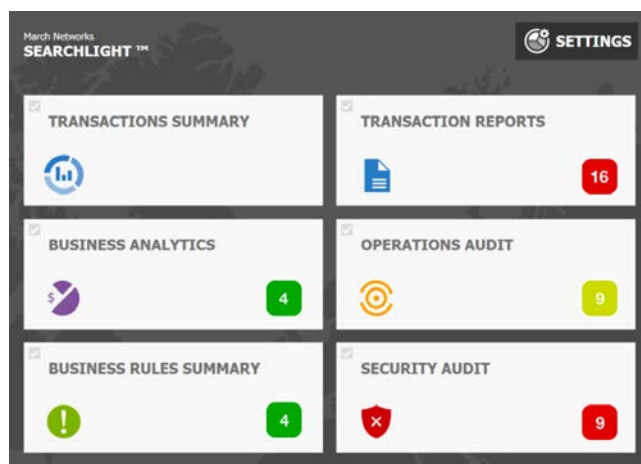


This Security Audit lists all of the alarms that have come in for the various branches, and displays the details and video for the selected alarm (door forced open in the cash counting room).

Searchlight for Banking

KPI indicators on homescreen

The Searchlight homescreen contains KPI badges that indicate the number of transactions, alerts, and exceptions Searchlight has uncovered. You can click on these badges to drill down to the details regarding these transactions/alerts/exceptions, the thresholds for which are user-definable (by right-clicking on the badge).



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

Generating Business Intelligence

Searchlight integrates with several devices to deliver business intelligence that can help you improve speed of 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 [ME6 Series Cameras](#) offer AI-enabled security analytics for accurate detection of incidents. Analytics include abandoned object, wrong direction, loitering detection, tripwire, stopped vehicle, intrusion detection, and object removal.



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.



[License plate recognition](#) allows you to log license plates detected by a camera at your drive-thru. Then with Searchlight, you can search and sort through license plates, and match those plates with video snapshots for fast and easy investigations.

For recommended Searchlight software system requirements, please visit marchnetworks.com/system-requirements/