

Commerzbank:
As Safe As A Bank



MOBOTIX ... the new face of IP video

MOBOTIX

CASE STUDY

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Banks must meet their customers' requirements for security in a special way on many levels. Whether it is with their savings, taking advantage of over-the-counter services at a branch office, withdrawing



money from the teller machines, making deposits via the cash recycling system, online banking etc. – for a long-lasting, trusting cooperation with a bank, customers demand the highest possible level of secu-

rity. In order to fulfill these demands, banks rely on sophisticated hardware and software solutions that can be easily and efficiently expanded with MOBOTIX high-resolution video surveillance technology at an optimal cost-benefit ratio.

Commerzbank – Competent Services For Private And Business Customers

With around 820 branches, a consolidated balance sheet total of more than 600 billion Euro and almost 36,000 employees, Commerzbank

(www.commerzbank.de) is the second largest financial institution of its kind in Germany and one of the largest in Europe and in the world. The bank's large number of branches ensures a closely meshed network and customer proximity. In the branches, the trend is towards "more service for the customer" and this of course includes being able to withdraw and deposit cash "around the clock." This, in combination with a sophisticated centralized security system, reduces the threat of criminal attacks. The technical implications of this approach are considerable. Every branch has its own quasi-standardised comprehensive security package installed, in which camera surveillance plays an important role. Once a day, the relevant, locally stored events are transferred via the bank's own data network infrastructure to the bank's security center in Frankfurt and analyzed there. This meets the requirements of the Verwaltungs-Berufsgenossenschaft (VBG - German professional trade association) while keeping the usage of the data lines between the branch and the headquarters to a minimum during opening hours.

Security-Vision-Systems





MOBOTIX D12 Dome
Camera with two
individually adjustable
lenses.



MOBOTIX In The "Branch Of The Future"

Flexible Solutions For Special Tasks

Security-related situations that cannot be solved using the standard package solutions are occurring with increasing frequency. This is where competent and creative service providers, such as ADS Networks GmbH (www.ads.de) come in, together with intelligent IP-based audio and video solutions from the technology leader MOBOTIX AG (www.mobotix.com).

Commerzbank required a pilot system installation in their branch in Erfurt. This branch is situated in a shopping arcade that was frequently used after closing time by numerous skateboarders to pursue their hobby. This deterred many bank customers from accessing the foyer of the building which houses the account statement printer and the ATM for cash withdrawals, thus also damaging the image of Commerzbank. The landlord's suggestion of barring the skaters from the arcade after closing time by installing rolling shutters was expensive and counter-productive since the bank customers would then have been equally unable to access the branch. The task was to present a solution that focused on the customer's needs.

ADS Key Account Manager Semsettin Özünal suggested introducing MOBOTIX dome cameras to provide surveillance in the arcade. Thanks to its elegant design, the dome camera series is highly suitable for use

inside buildings. The camera models are each equipped with two flexible, adjustable camera modules that can be individually positioned in all directions independently of each other. The individual models are available with a range of different lenses. Michael Wihan, branch security specialist at Commerzbank and an open-minded technician, was immediately convinced and impressed by the advantages of the easily and quickly installable solution. The high-resolution color images of the two cameras enable around-the-clock visual surveillance of the arcade by staff at the Commerzbank security center in Frankfurt.

The additional data traffic on the dedicated line also proved to be no problem at all since MOBOTIX IP cameras have very low bandwidth requirements. The cameras are additionally equipped with a microphone and speakers which allow the security staff to directly address the skaters



in real-time and order them to refrain from their activities. The impact was enormous. After a short period of transition, the arcade is now free of skaters and can be accessed by anyone without any concerns for security – even during evening hours.

G8 Summit In Heiligendamm

A further security challenge for the banks was the G8 summit of the eight largest industrial countries that was held in Heiligendamm in mid-2007. The security experts at Commerzbank had to prepare themselves and take precautions against a potential threat to their branches in the Heiligendamm area by militant globalisation activists.

Due to the exceptionally positive experience in Erfurt, Commerzbank again chose MOBOTIX IP camera technology. Within just a few days, the branches in Kröpelin, Roggentin and Warnemünde were visually and acoustically linked to the group's security center. After the

G8 summit, the decision was made to keep the highly effective and affordable security solution in place. It had proven to be valuable both in terms of preventing threats to the branches and improving customer service. In the event of technical problems, a member

of staff at the security center can directly communicate with the customer in the branch foyer via the microphone and speakers in the cameras.

IP Cameras In The "Branches Of The Future"

In its "branches of the future", Commerzbank wants to achieve its goal of "more service for the customer". Additional security measures were therefore needed in the self-service areas that house the ATMs. To ensure customer protection, a reliable surveillance system is required in areas where an emergency button is also installed. In order to identify criminals "creeping in" at night, MOBOTIX' high-resolution IP camera technology combined with an intruder detection alarm system offers a convenient method of providing additional, cost-effective security.

The highly detailed camera images enable all required information to be extracted from the image provided by one single camera. This makes it unnecessary to install several conventional cameras cutting investment, installation and operational costs, reducing administration, simplifying data storage and alarm analysis, reducing network traffic and increasing the general reliability of the system. Additionally, the MOBOTIX solution is more readily accepted by customers because it is visually more discreet.

There is no doubt that the "branch of the future" needs the intelligent, high-resolution IP camera technology from MOBOTIX as an alternative to the increased use of security personnel or other conventional security measures. So it's a good thing that MOBOTIX communication and security technology is already available today for the branch concepts of tomorrow.



MOBOTIX Technology: Cost Savings In Every Aspect

High Resolution For Sharp Images

All MOBOTIX cameras are high-resolution cameras with integrated image storage and up to 1536 images lines and 2048 horizontal pixel resolution. The **stored image** thus contains 30 times more detail for creating zoomed sections of the image than regular cameras with 288 lines (CIF, 2CIF). This is why one single MOBOTIX camera with a 90° super wide angle lens is sufficient to monitor an entire room and yet provides more detailed images than traditional technology. The MOBOTIX Day/Night cameras feature zero maintenance with one color and one B/W image sensor.

Intelligent Storage Technology Uses Fewer DVRs

The new, decentralized storage technology pioneered by MOBOTIX reduces the number of recorders that store the smooth high-resolution video by up to 90%. Up to 40 cameras store smooth video streams, including audio on a single PC, with every camera managing its own ring buffer and image database. Intelligent search features provide swift access to the stored events. The professional MxControlCenter software with research functions is available free of charge, no licences required. Event-controlled recording and automatic increase of frame rates upon detecting movements drastically reduce the storage requirements.

Low Power Consumption Means Enormous Savings

Since MOBOTIX cameras are anti-fogging, do not require heating and only use 3 Watts each, power can be injected into the network cabling using standard PoE products, year round. This drastically reduces the amount of cables and the power requirements for backup power.

Integrated Telephone Features

All MOBOTIX IT and Secure models feature bidirectional audio support. The built-in microphone and loudspeaker are used for live audio transmissions and storage purposes. Voice messages with PIN confirmation and call forwarding via IP or ISDN telephony have been integrated as well. Using the switch outputs, you can switch lights or open doors from the phone or from the computer.

Robust And Well-Protected

The fiberglass-reinforced housing is shockproof and, together with the concealed cable duct, protects both the camera and the network cabling against damage. Weatherproof (IP65) from -30° to +60°C (-22° to +140°F).

High Return On Investment

Since the number of cameras and storage capacity are freely scalable and any kind of data connection can be used (ISDN, DSL, Ethernet, Wireless, GSM, copper, optical), MOBOTIX means high ROI, even years after installing.

State-Of-The-Art Technology

Developed and manufactured in Kaiserslautern, Germany, MOBOTIX produces image-storing weatherproof high-resolution cameras, including lens and wall/ceiling mount-for as little as 598 EUR (\$798) excl. VAT. To date, more than 100,000 cameras have been sold worldwide.



MxControlCenter alarm management software: free of charge with each camera - no restriction on camera type, layout editor or research functions

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