



NASS Service in Action

Union Bank, N.A. A Case Study

The Company

Headquartered in San Francisco, California, Union Bank, N.A., is a full-service commercial bank providing an array of financial services to individuals, small businesses, middle-market companies, and major corporations. The story of Union Bank goes back more than 145 years to the founding of The Bank of California, the first incorporated commercial bank in the West, and a predecessor of Union Bank. Today, the financial institution honors that history with a commitment to superior service for customers, employees, shareholders, and the community.

Operational Overview

Union Bank has more than 10,000 employees servicing over 337 branch offices in California, Washington, Texas and Oregon; two international offices; and facilities in six other states. Union Bank is a member of the Mitsubishi UFJ Financial Group, one of the world's largest financial organizations.

Strategic Challenge

In December 2008, Union Bank embarked on a key initiative designed to advance the financial institution's focus on and processes around deterring threats and robberies in its retail bank branch locations. In conjunction, Project S.A.F.E (Safe and Friendly Environment) was enacted by the company's CEO to help ensure the safety and welfare of Union Bank customers, employees, and the community at large—adding enhanced layers of security.

Project S.A.F.E comprised three key areas:

- Implementation of digital video recording (DVR) technology to replace existing legacy VCR systems.
- Installation of controlled access units that utilize a metal detector as a precursor to entry in bank branches.
- Installation of bullet-resistant, plexi-glass between tellers and customers.
- Other robbery reduction initiatives.

The Solution

In order to help meet the bank's Project S.A.F.E requirements and stringent timeline, New Age Security Systems installed hardware and completed training across all sites outlined by



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*Mike Maloof, Vice President
and Director of Corporate
Security, Union Bank N.A.*



Union Bank in just nine months. The bank's legacy VCR systems were replaced with over 450 Verint DVRs. This migration introduced the ability for the financial services organization to monitor video centrally with greater reliability and security.

Says Union Bank Vice President and Director of Corporate Security Mike Maloof, who helped spearhead the initiative, "Our digital video project was a key priority among our banking executives and from a corporate security standpoint. As such, we were able to outfit our entire retail banking footprint with brand-new Verint DVRs in record time."

Today, Union Bank project S.A.F.E delivers robust surveillance and data capture capabilities to Union Bank's entire network of ATM and teller operations. Together with New Age Security Systems commitment to excellence, Union Bank now enjoys a complete networked video solution, further supporting its security objectives.

"The Verint DVR platform allows us to quickly and effectively export tamper-proof digital video evidence to law enforcement agencies. It also enables us to collaborate and network with other Union Bank departments, peers, local law enforcement, and the FBI on robbery occurrences and fraud trends," adds Maloof.

The Bottom Line

With the excellent service, training and hardware recommendations from New Age Security Systems, Union Bank is now able to capture high-quality video, optimize bandwidth and storage utilization, leverage flexible video search capabilities, and benefit from programmable video retention and storage. As a result, the financial institution is achieving lower total cost of ownership and operation, along with superior security and reliability.

Since the advent of Project S.A.F.E., Union Bank has experienced a dramatic reduction of robberies and robbery losses. The bank has received positive feedback from both the FBI and local law enforcement for its results.

"Our robberies in the states where we bank and among our peer institutions have reduced dramatically. While other financial institutions have remained relatively stagnant in terms of reducing robbery incidents, our numbers have decreased tremendously," says Maloof.

Conclusion

A commitment to providing a safe and secure banking environment accelerated Union Bank's selection of New Age Security Systems and its hardware recommendations. World-class support, the prompt delivery of products and services, and the hardware solution that seamlessly integrates with the bank's teller and ATM operations were contributing factors to the project's overall success.