

**March Networks Searchlight™ for Banking** combines enterprise-class, reliable video management with intelligent software applications to help banks prevent fraud, speed investigation time, oversee operations, improve service, and increase profits. By integrating high-quality 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 uses data on people counts, queue length counts/times, and dwell times from March Networks® MegaPX Indoor Analytics Dome. It then incorporates this data into its intelligent dashboards, which provide meaningful insight on occupancy, speed of service and customer interest.



## ADVANCED TELLER AND ATM INTEGRATION

Searchlight goes beyond typical text overlay by integrating directly with a central server that enables you to search across multiple branches simultaneously, revealing statistics on one or multiple branches. Easy-to-use tools provide transaction summaries, including statistics on which branch, teller or ATM has the most withdrawals or deposits over a certain dollar amount. You can also configure customized Business Rules, where the system automatically analyzes specific transactions, such as multiple ATM withdrawals, from multiple cards, by one individual, which could be a sign of cash harvesting.

## TURN ANALYTICS INTO VIDEO-BASED BUSINESS INTELLIGENCE

Searchlight uses the metadata captured from the MegaPX Indoor Analytics Dome (people counting, queue length monitoring, and dwell

time) to provide hourly or daily trend analysis. Learn about customer behavior, such as the number of customers waiting in line for the teller or ATM and for how long. You can also analyze branch occupancy, and how long customers remain in a specific area of your branch, such as at a promotion or teller window.

## OPERATION AND SECURITY AUDITS

Searchlight displays thumbnail images of camera-by-camera views within a branch — or multiple branches — every 30 minutes to four hours, allowing you to remotely spot-check multiple locations and gain insight into customer activity, site maintenance, branch policies and overall operational efficiency. The Searchlight Security Audits provide detailed reports on a variety of physical or logical events (for example, when the safe is opened). Events can be further investigated via video, and audio synchronized with details of the incident.

## FEATURES

- Browser-based client solution integrated with March Networks Command™ Client
- Hourly or daily transaction reports and dashboards
- Centralized ATM and teller transaction integration
- Search, sort and review transactions with associated video and audio
- Use data from people counts, queue length and dwell times to improve customer satisfaction
- Configurable rules identify suspicious transactions

## PART NUMBERS

- 27207 – Command Enterprise Base Licence (required)
- 30795 – Searchlight 4 Banking Base Licence
- 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 MegaPX Indoor Analytics Dome connected to recorders)
- 30993 – Per-Location Transaction + Business Analytics License
- 24315 – One-Year Software Maintenance Agreement (required for all Searchlight licences)
- 30903 – First-Time Transaction Integration



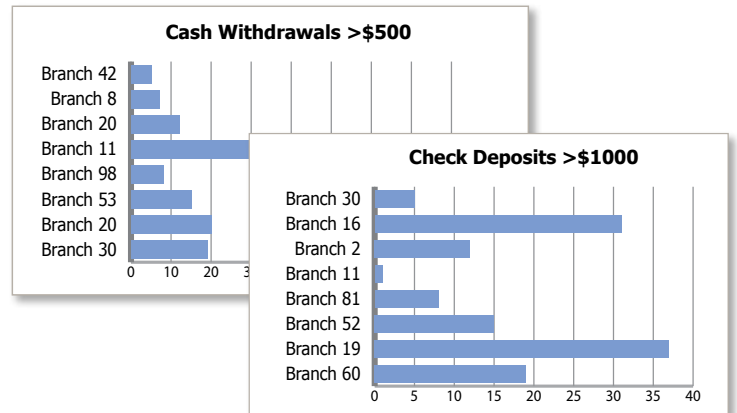
# Get a complete view of your business through video



## TRANSACTION SUMMARY

**Identify potential issues based on transaction trends over time**

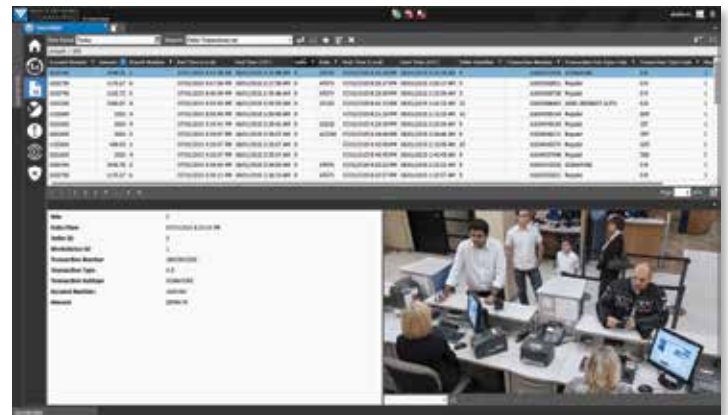
- View up to five user-definable report summaries (withdrawals, deposits, account type, etc.) from one branch or a group of branches.
- Compare report summaries in dashboard display to easily analyze results.
- Identify trends by comparing which branches have the highest number of deposits and withdrawals based upon minimum amounts.



## TRANSACTION REPORTS

**Investigate transactions integrated with video**

- Show all branch transactions — teller and ATM — in grid view to 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.
- Analyze video via the easy-to-use interface.
- View thumbnails (with or without associated transaction details).
- Quickly investigate fraud at tellers and ATMs.
- Resolve customer disputes (e.g., empty ATM deposits).
- Review which transactions were approved.



## BUSINESS ANALYTICS

**Uncover customer service metrics and the need for possible staffing changes**

- Identify the average number of people waiting in line for a teller or at an ATM, as well as the average wait time.
- Determine the average amount of time customers are waiting in line beyond the bank's "acceptable wait time."
- See how many customers are in specific areas of your branch.
- 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



# 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**

- Review snapshots taken from specific cameras, from every 30 minutes to every four hours.
- View thumbnails taken from one camera over a period of time, or from multiple cameras or locations taken at the same point in time.
- Spot check your branch(es) to discern operational issues, such as how clean the branch is, if employees are properly dressed, if the staff held their mandatory morning meeting, whether or not the branch opened on time, and how many customers are present and waiting.



## BUSINESS RULES SUMMARY

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

- Define rules based on transactions, video analytics (security and business), or a combination of both.
- 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.
- 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.

2/10/15 8:39:18 PM - Cash Harvesting: > 2 cards used		
02/10/15 8:03:01 PM	*****8907	\$100
02/10/15 8:06:51 PM	*****5251	\$100
02/10/15 8:08:38 PM	*****6733	\$100
Start Time	02/10/15 8:03:01 PM	
Source ID	ATM 1	
Card Number	*****8907	
From Account	*****0151	
Amount	\$100	
Response Code	Accepted	



## 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:
  - Forced doors in access-controlled areas
  - People loitering in vestibules
  - ATM damage or theft
- 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.

Alarm Name	Alarm Type	Site	Start Time (Local)
Door Forced	Physical Contact	Newark	01/12/15 12:10AM
Employee Only	Motion Alarm	Newark	01/12/15 12:12AM
Vault	Physical Contact	Newark	01/12/15 12:20AM
Employee Only	Motion Alarm	Newark	01/12/15 12:27AM
ATM Seismic	Physical Alarm	Baltimore	01/12/15 03:40AM
Vestibule	Loitering Detection	Boston	01/12/15 9:29AM
Door Forced	Physical Contact	Rochester	01/12/15 10:01AM
Back Door	Physical Contact	Brooklyn	01/12/15 12:06PM
Vestibule	Loitering Detection	NYC	01/12/15 01:52PM
ATM Room Door	Physical Contact	Dover	01/12/15 03:10PM

# Searchlight for Banking

## RECOMMENDED SYSTEM REQUIREMENTS

The following server requirements are recommended for typical usage. Command Enterprise Server/Searchlight system specs can vary based on the size of the Command system, number of active users, and number of daily transactions. Please contact your March Networks Sales Engineer for specific project sizing.

SEARCHLIGHT SERVERS	
<b>Operating System (OS)</b>	Windows Server 2008 R2 SP1, Windows Server 2012
<b>Processor (CPU)</b>	Quad Core Intel Xeon
<b>HDD Space</b>	25 GB
<b>Infrastructure</b>	In addition to the storage used for the transactions, you will require internal or external storage (DAS, NAS, SAN) with the space and bandwidth capacity suitable for the image retrieving and retention function. The network connection to external storage (NAS, SAN) must provide the peak bandwidth required by the application.
<b>Network Interface</b>	2 x Gigabit Ethernet
<b>Memory</b>	32 GB

## CLIENT INTERFACE

	COMMAND CLIENT	COMMAND PLAYER
<b>Operating System</b>	Windows 7, Windows 8 and Windows 8.1 Mac OS X 10.6 (Snow Leopard)	Windows 7, Windows 8 and Windows 8.1, with Microsoft .NET Framework 4 installed
<b>Processor (CPU)</b>	Dual Core Intel Core 2 or better	Dual Core Intel Core 2 or better
<b>HDD Space</b>	50 MB	50 MB
<b>Network Interface</b>	Gigabit Ethernet	N/A
<b>Memory</b>	2 GB (minimum) 4 GB (recommended)	2 GB (minimum) 4 GB (recommended)
<b>Video Card</b>	Any video card (128 MB per monitor minimum) capable of 24-bit color depth (true color)	Any video card (128 MB per monitor minimum) capable of 24-bit color depth (true color), compatible with Microsoft DirectX 11 and DirectX3D
<b>Web Browser</b>	Microsoft Internet Explorer 9 (or later, Windows OS only), Google Chrome (latest version, Windows OS only), Firefox (latest version), Safari 5 (Mac OS X Snow Leopard only), with Microsoft Silverlight® 5.x installed.	N/A

## Integrate March Networks MegaPX Analytics Dome to create Business Analytics



*Calibrate the camera for analytics in less than 5 minutes!*

Searchlight integrates with the **MegaPX Indoor Analytics Dome** from March Networks, the camera that performs the people counting, queue length monitoring, and customer dwell time analytics. See more about your bank, improve operations, and speed up fraud investigation.

### FEATURES:

- 1080p images
- High Dynamic Range (HDR)
- True Day/Night (TDN)
- Alarm and audio I/O
- Remote zoom/focus, 3-9mm, DC iris lens
- Shadow Archiving™ with microSDHC
- Simultaneous H.264 and M-JPEG compression streams
- Business analytics (people counting, queue length, dwell time)
- Security analytics (motion detection, wire-cross, active video tampering)