

## Security and lower costs thanks to centralized video surveillance. Sparkasse Kraichgau has upgraded its network of 64 branches to a single digital video surveillance system.



Organization:  
Sparkasse Kraichgau

Location:  
Baden-Württemberg,  
Germany

Industry segment:  
Banking and finance

Application:  
Crime prevention,  
branch office security  
and surveillance

Axis partners:  
SPIE Deutschland GmbH,  
SeeTec

### Mission

The main business of Sparkasse Kraichgau, which employs 756 employees, are medium-sized businesses and private customers. Originally, Sparkasse Kraichgau worked at their 64 locations with analog video surveillance systems from different manufacturers. Separate providers had been commissioned, even for the installation of the individual systems. This resulted in high maintenance costs, since the stand-alone systems were often difficult to reconcile. A central monitoring and control was not possible. In addition, each site required its own monitors and servers.

### Solution

Since autumn 2009, Sparkasse has gradually been converting to a single system, using Axis network cameras, Axis video encoders and Seetec software. The advantages: Axis supports integration into the existing system and centralized management via the Sparkasse IT department. This saves costs and increases the responsiveness and, as a result, the safety of employees and customers.

The gradual transition to the new video surveillance system was conducted by SPIE Deutschland System Integration GmbH in Karlsruhe, Germany. "With the connection to the central video management, data exchange has accelerated considerably. In this way, we notice immediately if the system freezes, if the camera is rotated or if an object is moved in front of the lens," says Hubert Roth of SPIE.

### Result

Thanks to our video surveillance systems, security in regards to robberies, card fraud and technical difficulties has increased," explains Edwin Roobol, Regional Director Middle Europe at Axis Communications. "The integration of existing systems and the central management also reduces operational costs." Only in the commissioning and malfunction of the video system do the SPIE technicians enter the picture. The rest is done by the credit institution's in-house IT department. Even routine maintenance is carried out centrally via the IT department.

"After three years, the result has been very positive. Sparkasse Kraichgau wants to move ahead swiftly with their plan to convert the entire video surveillance system to Axis. The Axis video surveillance system makes our work so much easier and we can respond more quickly and promptly."

Klaus Gutermann of Sparkasse Kraichgau.

"The self-explanatory system by Axis in combination with Seetec offers distinct advantages," says Hubert Roth. "Sparkasse can perform most of the work themselves, before we have to intervene as an external IT service provider."

"Several things were important to us in the transition to a new video surveillance system," explains Klaus Gutermann, Director of Organization at Sparkasse Kraichgau. "We wanted to incorporate the video image into our own IT system, to manage it ourselves and to be able to expand it little by little, which naturally provides us with great economic benefits. We also wanted to be able to immediately see what was happening in the branches in the so-called K-case, in other words, in hold-ups, so that we could react promptly. The new Axis system meets all these requirements."

### Installation and repair from a single source

One third of the surveillance cameras have already been replaced. A total of 60 AXIS M3114-R Network Cameras are in use in 20 Sparkasse branches. The headquarters in Bruchsal is especially well monitored, for example. The gradual transition to the new video surveillance system was conducted by SPIE Deutschland System Integration GmbH in Karlsruhe, Germany. Their services range from the installation of the software, over the connection of the cameras to the server and the integration of the ATMs into the system, to troubleshooting.

Robberies have declined significantly. According to accident prevention regulations (BGV), wherever Sparkasse employees come into contact with cash, surveillance cameras are to be installed. At each counter, BGV certified Axis overview cameras are mounted which send razor sharp images by video streaming in HD at 720p resolution to the network center. Using progressive scanning technology, the cameras consistently obtain clear images, even if the objects are moving. "The cameras have a highly deterrent effect," explains Hubert Roth, safety engineering team leader of the IT service SPIE. "Thanks to video surveillance with high quality images, the security for the customers and the employees has increased significantly."

Danger is not always imminent. Even when experiencing technical difficulties, the system will automatically send messages in real time to the operator. "With the connection to the central video management, data exchange has accelerated considerably. In this way, we notice immediately if the system freezes, if the camera is rotated or if an object is moved in front of the lens," says Hubert Roth.

### Seamless integration of analog cameras via encoders

While robberies are becoming more and more rare thanks to cameras, credit card fraud is moving increasingly into the focus of surveillance. Particular attention is given to the events at the ATMs. Here, analog cameras are currently used, most of which were built by the manufacturers of the ATMs. With the help of Axis, video encoders can integrate them into the IP-based video surveillance system. One AXIS M7001 Video Encoder per camera converts the analog video signals into digital signals, which are then sent to the head office. Also in other areas where analog cameras are still used, such as in the underground parking garages of the Sparkasse, digitization is conducted by Axis encoders.

### Card fraud almost always detected in time

Thanks to its compact size, AXIS M7001 is ideal for the discrete surveillance of ATM's, for which various data protection regulations have to be met. Thus, the typed PIN can not appear in the image detail of the camera. Recorded data may only be stored for a limited time, and it can only be evaluated when card fraud is suspected. Using software, card numbers, pictures and time can be associated to each other in retrospect – and with great success: "In 98% of all cases, Sparkasse can report the fraud to the police right away," says Roth.

