digifort

BANK ▲

SECURITY, CUSTOMER SERVICE KEY TO BANKS, AND HOW DIGIFORT VMS CAN HELP

Protecting assets against fraud and providing a great customer experience are some of the top priorities for banks, amid increased competition in the banking industry.

Do you want to be more Proactive rather than Reactive?

Incorporating video analytics can add intelligence, enabling the solution to trigger alerts on suspicious behaviours such as someone standing in front of an ATM for an extended period of time without conducting a transaction, which could indicate the installation of a skimming device, or a single customer conducting multiple transactions with different cards, which might be a case of cash harvesting.

Do you want your customers to feel Safe?

The survey found 90 percent of consumers said they feel safer when they can see video surveillance cameras in their bank and would choose a financial institution with surveillance over one without. It also serves as a visible deterrent to those who might be assessing different ATM locations for potential skimming or other fraud targets.

Do you want to provide best customer service?

Customers have switched banks because of poor in-branch service. Many consumers feel waiting more than 5 minutes for service is unreasonable.

Digifort's "Dwell time analytics", for example, can reveal how long customers wait in line before being served by a teller. That data can be tracked and compared against other tellers' wait times or branch-by-branch across the organization, with the added value of video to provide insights into why one teller or banking branch might be underperforming – or excelling – compared to the rest."

Similarly, an analytic that detects loitering can also help improve customer service. As we saw in the Consumer Banking Habits and Security 2017 survey we commissioned, 50 percent of US banking consumers decided not to conduct a transaction at an ATM because someone was loitering near the machine. Not only does that make for a negative customer experience, but it also means that the bank or credit union is losing business it would otherwise receive. Video combined with a loitering analytic can help address this by alerting staff to the potential issue and providing a clear view of the vestibule so they can assess for themselves what the situation is and how best to respond."

DIGIFORT REFERENCE SITES

BANK OF BRASILIA

📍 Brasilia, Brazil

Banco do Brasil is a Brazil based bank that is controlled by the government of Brazilian Federal District.

Application
Digifort Enterprise Video Analytics

There are 950 branches & ATMs throughout Holland. Digifort is installed with VCA used for people counting. All branches and ATMs centrally managed.

Application
Digifort Enterprise VCA edge analytics

MAIN BANK OF HOLLAND

📍 Holland

UNION NATIONAL BANK

📍 UAE

The headquarters are in Abu Dhabi. The bank offers a variety of products and services, addressing needs. Electronic delivery channels, ably supported by an extensive network of banking centers encompassing over 56 locations across all the Emirates.

Application
Digifort Professional

STANDARD CHARTERED BANK

Q UAE

Standard Chartered Bank, UAE provides banking products and services for personal customers, companies, multinational corporations, and financial institutions. Digifort is installed in 5 branches.

Application
Digifort Professional

Commercial Bank of Dubai is a UAE banking and financial services corporation headquartered in Deira, Dubai. The bank is listed CBD as the 35th largest bank in the Persian Gulf region. Digifort is installed in 3 branches.

Application
Digifort Professional

COMMERCIAL BANK OF DUBAI

Q UAE

DOHA BANK

Q Qatar

Doha Bank is one of the largest commercial banks in Qatar, incorporated in 1978 and commenced its banking services in Doha, Qatar on March 15, 1979. Digifort is installed in 2 branches.

Application
Digifort Enterprise

THE BEST THING IS, IT TAKES BETWEEN **3-10 SECONDS** ONLY.

IT IS DONE IN A BLINK OF AN EYE.

DIGIFORT FAILOVER

RELIABLE VIDEO SURVEILLANCE SYSTEMS ARE INDISPENSABLE TO BANKS

Digifort's failover not only supports video recording but also provides a seamless live view and playback of the videos from the failed server.

This plays a critical role in banking surveillance. To secure customers' financial assets and safety for all people during the transaction, banking surveillance cannot afford to miss any second of the video recorded by the system.

Digifort FO has proven to be the fastest performing VMS in the market today.

Digifort FO solution, not only failover the video streams, but also Analytics, LPR and I/O devices.

INTELLIGENT | ENTERPRISING | DEPENDABLE

Las Vegas

Boca Raton

Mexico

Colombia

Sao Paulo

Argentina

London

Hong Kong

Dubai

India

Thailand

Australia

Digifort is rich in features and integrated 3rd party device. For more information about Digifort VMS contact one of our global network offices below or our local representative.

Australia & New Zealand
Digifort Pty Ltd.
Suite 403, Level 4
79-77 Parramatta Road
Lidcombe NSW 2141
Sydney Australia
+61 2 9748 6869
info@digifort.com

Hong Kong
Flat H, 2/F, Highwin Factory Building
47 Hoi Yuen Road, Kwun Tong,
Kowloon, Hong Kong
+852 3188 0518
a.support@digifort.com

Bangkok Thailand
+6689 924 9564
nutthapong@digifort.com

Dubai, UAE
Office 503
Mazaya Business Avenue BB1
Dubai JLT FZ, United Arab Emirates
+971 52 844 9429
e.support@digifort.com

Bangalore, India
+91 99 45355700
mahesh@digifort.com

London
+44 7593 661 888
uk.support@digifort.com

Colombia, Cali
(+57) 3003096719
(+57) 3162787428
info.colombia@digifort.com

BLOG

digifort.com.br/blog/

Sao Paulo, Brazil
Rua Teffè, 334, – Santa Maria São
Caetano do Sul – SP, Brazil
+55 11 4226 2386
contato@digifort.com.br

Boca Raton, USA
23123 State Road 7, Suite 304
Boca Raton, FL 33428
+1 786 332 5525
sales.usa@digifort.com

Ciudad de Mexico, Mexico
52 55 34 45 56
Mauricio.pecoraro@digifort.com

Buenos Aires, Argentina
+54 11 5031 0492
operaciones@digifort.com

WEBSITE

digifort.com