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NEW SECURITY CAMERA SYSTEM DEMONSTRATES RO 'EYE'

By Scott Kersnar *Technology Correspondent*

ANCHORAGE, Alaska—When a credit union deploys a new technology solution, two things are almost sure to happen: It will take longer than expected to optimally use the system, and there will be some software glitches.

Both things proved true for Denali Alaskan FCU. It implemented a 3VR surveillance system as it sought to swap out its old Lenox surveillance cameras “for something that would give more bang for the buck,” said Kirby Milham, security director for Denali, who oversees security for 18 branches in six Alaska cities and all its ATMs.

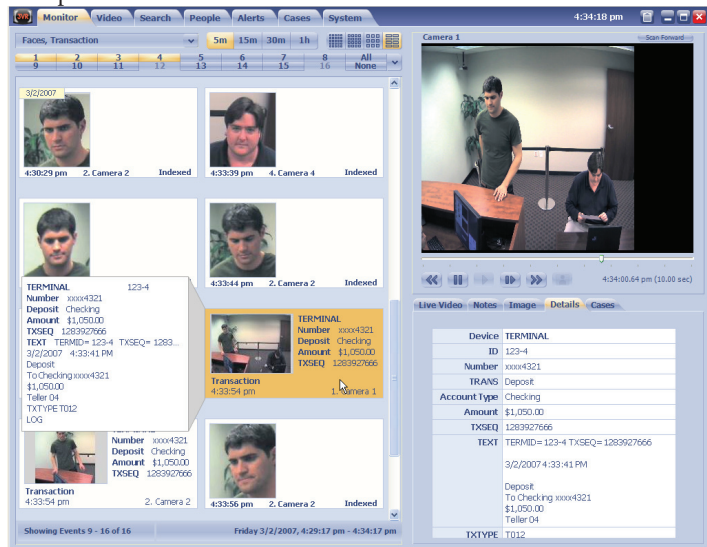
“One of the things I started realizing lately,” Milham told Credit Union Journal, “is the ability to tailor the camera for higher resolution than the older systems were capable of. For cameras in more sensitive areas I can make them record more than just looking at the parking lot.”

Milham said the higher resolution is helpful in identifying “potential bad people.”

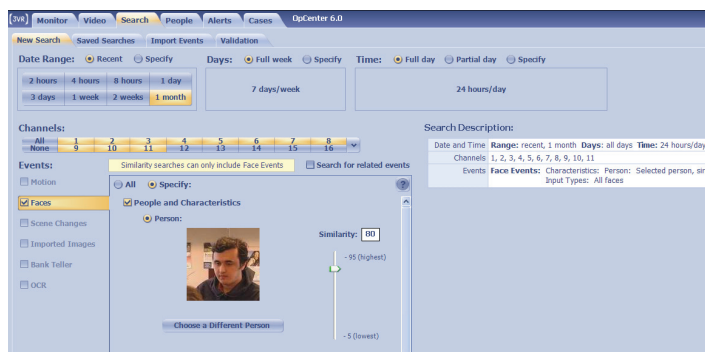
For example, Milham noted that if a particular camera is positioned to be aimed at a transaction site, such as a vault or teller window where identifying a suspect will be likely, the camera can be focused to produce the highest resolution, with recording triggered by motion.

“Typically when an event takes place, other systems have a timeframe for the event and coordinate it with computer records if it’s a transaction-driven event.”

That may require watching everything in that particular timeframe, such as the time period when an employee typically arrives to open a branch. Now, he said, “Every camera of mine is set up to record motion.”



A demo of Denali Alaskan's 3VR surveillance system.



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No More Staring At Screens

Milham said he used to have to dedicate significant time to staring at a video screen for hours to find the recording of an incident. Now he said the system enables retrieving needed images in seconds. “3VR shows me something that happened. It really chops it down.”

Beyond capturing images, the system also captures data, he said, citing the ability of 3VR event cards to deliver an 80% reduction in semi-annual branch review times. As the sole Denali FCU employee responsible for security he said he especially appreciates the fact that the system is easy enough to use that he can have branch managers pull data from it instead of always relying on him.

Milham said the system would pay for itself over time “by saving me the time I spent on viewing videos that I can use for other duties.” On the several occasions when he needed to provide evidence to law enforcement authorities, he said, “I already had it on disc to hand over to the FBI or whoever needed it.”

While he repeatedly lauded the system for saving him time, Milham reserved his highest praise for the amount of time 3VR technical staff spent helping to resolve a problem he had with a particular unit.

“I had an issue with it that I couldn’t resolve, and they checked back with me weekly and then semi-weekly until the problem was traced to a software glitch and resolved. That was really impressive. You don’t see that from most people anymore.” ■

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Security Director,
Denali Alaskan Federal Credit Union