



SUCCESS STORY

Cloud video surveillance saves a credit union \$270k in hardware costs, reduces IT workload, and improves security.



INDUSTRY

Banking/Financial

LOCATIONS

- Over 500 Texas ATMs
- 22 branches
- 1 corporate headquarters collocated with its corporate data center

PRODUCTS/ SOLUTION STACK

- Eagle Eye Cloud VMS
- Eagle Eye Bridges and CMVRs
- Eagle Eye Managed PoE Switches

PARTNERSHIP

Firetrol Protection Systems

With more than 360,000 members and dozens of locations, a Texas-area credit union was experiencing high theft rates at its standalone ATMs.

Eagle Eye reseller Firetrol Protection Systems not only stepped up ATM security, but delivered streamlined operations, simplified management, reduced costs, and strengthened cybersecurity at the credit union's corporate headquarters and branch locations.

The Challenge: ATM theft and costly legacy servers

The credit union's legacy on-premise video surveillance system did not consistently capture video, and maintaining servers was labor-intensive and expensive for IT — running up to \$30,000 per ATM. In addition, downloading and sharing important video footage internally or with law enforcement was difficult and often impossible.

KEY CHALLENGES:

- Ongoing server maintenance: Building custom servers on site was time-consuming and expensive
- No automatic updates: Legacy system required manual updates for cybersecurity patches, feature updates, and operational management, consuming valuable IT resources
- Difficult video access: Inability to retrieve and share video footage quickly and efficiently
- Privacy concerns: Limited ability to assign user permissions based on job function, hindering security, and privacy controls

The Solution: Customized cloud for 3 different applications

Firetrol implemented a cloud-based surveillance solution using Eagle Eye Cloud Managed Video Recorders (CMVRs) at nine standalone ATM locations. This provided greater flexibility than traditional DVRs, including the ability to remotely access and manage video footage from any location with an internet connection. The system can easily scale by adding cameras or locations without significant hardware investments. This also eliminated the need for in-house server builds and simplified video search and sharing, reducing costs, workload, and operational headaches.

Eagle Eye's granular user permissions ensure videos are shared only when essential and only with authorized personnel. Automatic updates eliminated the need for manual intervention, improved cybersecurity, and privacy protection. Following this success, the customer requested a tailored solution for its central Texas corporate headquarters, which also houses its data center, and for seven additional financial centers.

"Leveraging the Eagle Eye Cloud VMS takes the guesswork out of operations. The system enabled the credit union to streamline operations, eliminate labor-intensive server builds, and view and share video footage with ease," said John Rogers, Security Sales Specialist at Firetrol.

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The Results:

Enhanced video management, improved operational efficiencies

"Not only have we slashed costs by eliminating expensive servers and a labor-intensive process that takes our IT team's focus away from other priorities, but we've also streamlined our network, reduced equipment costs, and simplified management. From IT to maintenance to the fraud department, [we're] experiencing improvements all around," - Senior Security Specialist with the credit union.

An IT network engineer for the institution adds: "Compared to our previous system, which required extensive space for in-house servers and frequent configuration adjustments, Eagle Eye has reduced our workload and maximized our network bandwidth so we can focus on critical tasks."

KEY CUSTOMER RESULTS:

- Simplified operations with significantly less work for the IT team
- Effortless centralized video viewing, managing, and sharing
- Saved an estimated \$270k in equipment build and replacement cost in the first year
- Cost-effective, cyber-secure cloud video surveillance

In the words of a facilities security specialist with the credit union, "With easy camera replacements, effortless on/off controls, and outstanding support from Firetrol and Eagle Eye Networks, our IT life has never been smoother. Transitioning to cloud-based security has further enhanced accessibility and efficiency, making this improvement a game-changer for our operations."

BUSINESS IMPROVEMENTS, POWERED BY THE CLOUD

Ready to improve your operations with the Eagle Eye Cloud? **Contact** our team.



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Protection Systems

Firetrol is a premiere Life Safety and Security Integrator, operating in the U.S. since 1984.



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