

**A regional bank is looking for a way to protect itself from robberies and theft. There is not enough budget to provide additional security guards at each branch, so the bank is looking for a way to alert the single security guard of possible threats before they occur, an early warning system. The bank is challenged by finding a technology that allows all branch employees to alert security, in effect providing more awareness without adding overhead.**

Solving this challenge will benefit the business in the following ways:

- ◆ Enhanced customer and employee safety through an increased awareness noticeable to customers and criminals alike
- ◆ Potentially lower insurance premiums as enhanced security can be shown to reduce robberies, theft, and loss of insured property
- ◆ Potential labor savings as an increase in awareness by branch employees serves as a deterrent to potential criminals allowing for a reduction in security guards
- ◆ Increase in employees' awareness of surroundings is noticeable by visitors and potential criminals alike providing a safer environment by deterring would be thieves



## THE SOLUTION

**The focus of this solution is to create an internal communication system between employees and security to quickly respond to and manage emergency situations.**

1. A 'Panic' button discretely mounted under the teller counter or under the teller chair, or on their person, is depressed, sending a silent alarm to the security officer's mobile device, the branch manager's IP phone, and/or branch employees' desktops
2. The security officer receives text information to the screen of their mobile device indicating what employee has hit the 'Panic' button and where the possible threat is coming from
3. A 'Panic' button programmed to the IP phone is discretely pressed when an irate customer is present; the branch representative acts like they are calling the manager when in fact they are pressing the 'Panic' button notifying the manager and security of the situation
4. The manager Intercom's the phone that pressed the 'Panic' button and eaves drop on the situation allowing them to assess the situation before addressing the irate customer
5. Depressing the 'Panic' button can set off strobe lights alerting the suspected thief that they have been made and the branch no longer represents an unassuming target.
6. The bank headquarters receives notifications that one of its branches suspects danger and notifies other branches of the potential situation so they can take precautionary measures