

# Case Study

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## Client

### Bank of the South Pacific – Design and Installation of IP Based CCTV Solution



#### Client Requirements

- Design and install CCTV across all branch.
- Install CCTV camera for ATM's.
- Installation of CCTV for cashier and chain of custody
- Configure Suva Central Branch as central system to live view footage.
- Fraud prevention and risk management of assets.
- Footage archive, audit and investigation.



#### Integrated Solution

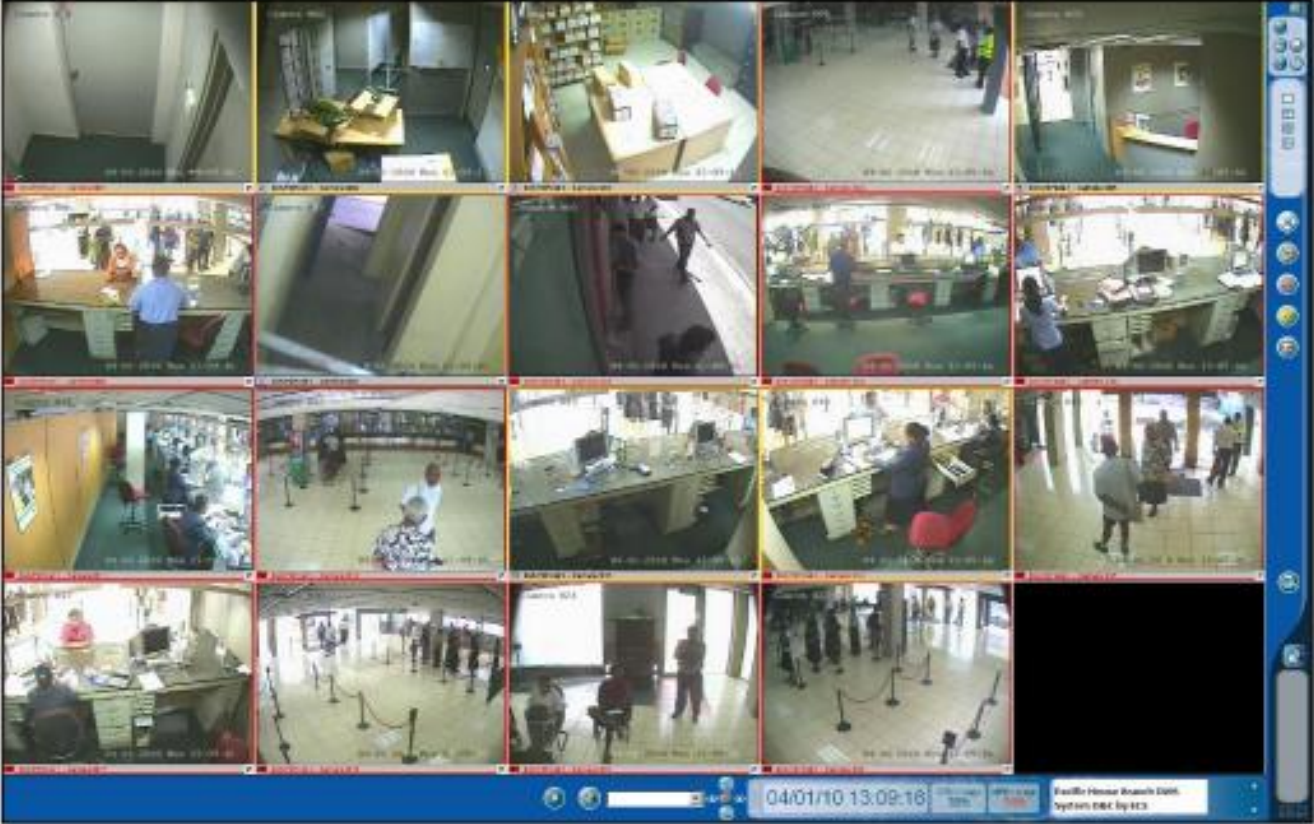
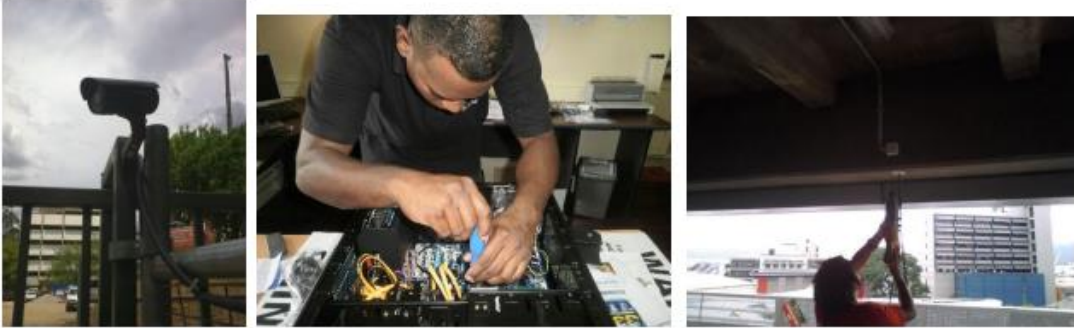
- ECS International Security & Investigations secured the contract to deploy a high-quality, real-time, IP-expandable CCTV system for two branches and a crucial asset of Colonial National Bank Fiji Limited.
- The selected equipment included DVIS video servers and PACOM high-resolution cameras.



#### Business Value Delivered

- BSP effectively administered its security operations, marking a significant milestone with the implementation of its inaugural IP-based system. Previously known as Colonial National Bank (CNB), this transition showcased BSP's commitment to modernizing its security infrastructure. Additionally, the new system enabled enhanced surveillance capabilities and streamlined management of security protocols across the organization.

# Photos





CASE STUDY
COLONIAL NATIONAL BANK FIJI
BY RIZ AKBAR






## CNB goes IP

ECS International Security & Investigations was awarded the contract to install a high quality, real time, IP expandable CCTV system for two branches and a key asset of Colonial National Bank Fiji Limited. They choose DVIS video servers and PACOM high resolution cameras.

Its headquarters is situated in the capital Suva, on the main island of Viti Levu. Currently, Colonial is owned by the Commonwealth Bank of Australia Group. With over 670 employees and 140 registered insurance sales agents, this is a major operation and it demanded an integrated security solution with a proven track record in real time video and the ability to expand easily. Vital too was that the solution be capable of not just additional video surveillance expansion but access control integration should this be required.

According to ECS International's manager, corporate services, Riz Akbar CPP, Colonial has implemented a culture of security to protect its staff, facilities and financial process.

"As part of this implementation, in 2007, CNB engaged ECS to train its key security team on security operations," Akbar explains. "Importantly ECS International is the only accredited DVIS, Inner Range and TECOM installer in Fiji and it was natural that when the issue of CCTV came up we should be involved.

"The CCTV system was planned after several consultations with ECS International. To commence the roll out, CNB management decided to install the first DVIS Video Server at its Pacific House Branch in Suva.

CNB's building services manager, Edward Hoerder, was CNB's project administrator for the CCTV installation and Akbar says Hoerder had clear requirements for the new CCTV system.

"CNB's specifications were to install a CCTV system that would meet its current basic environment and also be upgradable in the future," Akbar says. "In short, CNB wanted a modular system that would integrate seamlessly with other sub-systems in the future."

Hoerder agrees.

"CNB wished to implement a reputable system that was tried, tested and proven," he says. "It had to meet our current needs and needed to be easily expanded as required."

**THE APPLICATION**

Akbar explains that the system is most easily understood as a single widely distributed large scale NVR with dual streaming multiple monitoring points and redundant storage.

"It was required to have multiple monitoring points with differing camera allocations at each point so that security officers could concentrate on their own areas of responsibility and also be excluded from areas outside their security level."

"Most of the existing cameras across the three sites had degraded beyond useable functionality and some branches had no video surveillance whatsoever".

According to Akbar, in terms of scope, the systems comprise of 78 cameras and 3 DVIS video servers with varying user privileges. CCTV system functionality is dictated to a significant extent by the features of the management software driving the system. At Suva Central the DVIS Video Management platform has been deployed and is being used primarily to provide surveillance of commercial and residential tenancies.

"Importantly, the Suva Central installation has separate layouts of high resolution cameras protecting multi-level carpark areas and fire stairs. This was incorporated into the current system designed by ECS," Akbar explains. "Comprehensive fire stairs and carpark surveillance of this nature is rarely seen in high rise buildings. CNB's vulnerability assessment showed that perpetrators were most likely to hide in fire stairs and then gain access to parking levels in order to ambush executives."

"Moreover, the CNB has a strict live view and playback criteria. ECS had to ensure that 4CIF real time recording and playback was available at critical locations such as tellers, vault and cash-in-transit passageways."

Hoerder states that he was pleasantly surprised at the image quality on playback which in his opinion was closer to DVD standard.

A relatively high volume of transactions in Fiji are still conducted in cash. However, electronic fund transfers at point of sale and acceptance of credit cards across the country are gaining pace. Criminal elements perceive this convergence to be an opportunity to fleece unwary customers through a variety of methods such as ATM and credit card scams. As a result, Hoerder says CNB specified high resolution, real time playback that could identify criminals and be used in prosecution.

"Tourism is the backbone of our economy and we, as a leading financial institution, must ensure that visitors have confidence in our ability to catch and prosecute criminals," he explains. "We in turn need to have confidence in our CCTV systems to deliver positive results."

According to Akbar, surveillance is considered vital to the bank's ability to secure its operations and provide court admissible evidence.

"The building facility control centre required simultaneous view of site layouts to respond in a timely manner to intruders and emergencies."

Akbar says the video management software supplied by the manufacturer needed no customization and only a small amount of additional programming was required.

"The DVIS software supplied by Data Video Interactive Solutions Pty Ltd provides control of almost every aspect of the available functionality of the equipment. The only additions were the database programming specific to the equipment's

- ❖ To ensure comprehensive surveillance coverage, a CCTV system was installed across all branches, including dedicated cameras for ATM monitoring. The system also incorporated CCTV coverage for cashiers and maintained a chain of custody for added security. Specifically in Suva Central, the CCTV network was designed to cover all areas comprehensively.
- ❖ Furthermore, beyond basic surveillance, the system was implemented with a focus on fraud prevention and risk management of assets. This involved advanced features such as real-time monitoring, suspicious activity detection, and immediate response capabilities.
- ❖ In addition to real-time monitoring, the CCTV system facilitated extensive footage archive capabilities. This archive was essential for audit purposes and conducting thorough investigations into any incidents or suspicious activities that occurred within the premises.