PACOM

Banking
Case Study

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VIGIL CORE™

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CLIENT BACKGROUND

Established in 1990, our banking client is a leading company in South America's billing and payment transaction market.

Our client aims to support banking operations and seeks to broaden the services of its founding institutions. The client executes billing and payment transactions between national-level companies (ranging from telecommunications, gas, and tolls to pensions and other forms of payment) and the consumers of their services.

9mn Transactions

COMPANY SIZE

The banking client has approximately 3.5 million users, allows payments to around 1,300 companies and supports an average of 9 million transactions per month.

LOCATION

The banking client maintains a network of 361 offices and 1,400 express agencies distributed throughout South America.

CHALLENGES

» Centralized monitoring system for numerous branches
» Efficient monitoring and response to alarms received from ATMs
» Comprehensive system backup and redundancy
» Seamless integration with a third-party monitoring system
» A short project implementation period, with no existing system downtime/outages
» Web-based/mobile apps to provide mobility of usage under cyber security requirements

WHY CHOOSE PACOM?

PACOM is an innovator in the field of electronic security with a focus on exploiting the rise of IoT and smart technology. In a market dominated by in situ systems that use legacy technologies that are often incapable of integration, PACOM has identified a way to make use of smart devices and SaaS cloud technologies to bridge the integration gap. PACOM's R&D team are pioneers in the area of IP security. They have developed a product portfolio utilizing the latest tools and technologies, all of which are modular, cost-effective, and provide easy integration.

SOLUTION

PACOM VIGIL CORE is an intelligent, centrally-controlled network designed primarily for managing numerous branches and ATMs that make up a significant part of the asset base of a bank.
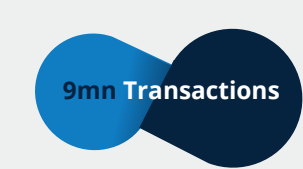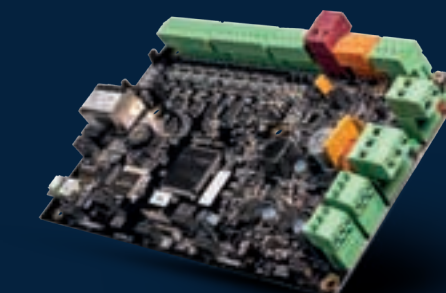
System Integration

The S1000 Controller was installed and integrated with existing sensors that detect vibration, gas, smoke and intrusion. Built-in alarm testing is done to ensure system-wide accuracy and efficiency.

Consolidated Cloud-based Monitoring

PACOM VIGIL CORE is a web-based application that resides in a central location or the cloud and provides the collection point for all events from the S1000 Controller. VIGIL CORE monitors security/access alarms, telemetry activity, and data gathering from the sensors connected to the S1000 located at each remote site and prioritizes events for multiple operator workstations.

Integrated Alarm Monitoring

Alarms are reported to a third-party monitoring system, in parallel with PACOM VIGIL CORE, to provide redundancy management and data consolidation showing branches' and ATMs' current and historical status. There is the ability to drill down to view the current status and system configuration at any site, enabling timely management of alarms and proper escalation of emergencies. Details of the recorded history stored in the system can be used for analytics and performance enhancements.

SOLUTION SUMMARY

» Alarm monitoring escalation
» Self-testing of inputs
» Dual backup mode
» Third-party monitoring integration
» Built-in reporting engine
» VIGIL CORE dashboard
» Mobile application

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