

**PACOM**

**SECURITY SOLUTIONS**  
BANKING AND FINANCE



**PACOM has developed a distinguished reputation as a global leader in the field of remote security management for the banking and financial market. PACOM has:**

- **Over 30 years of experience**
- **70,000+ site installations globally**
- **Installations at many of the world's largest banks**
- **Long term customer relations**

### Experience

PACOM Systems has been developing integrated security solutions since 1983. Years of experience, industry knowledge and innovation is reflected in our entire range of products and systems. This experience, combined with our unparalleled service, technological vision and product development capabilities, guarantees our customers maximum flexibility and value.

### Customer-Focused

The PACOM development "roadmap" is heavily influenced by our customers. We systematically conduct end-user groups to determine satisfaction levels, monitor market trends, and listen to product suggestions and ideas. Our research and development facility enables us to develop and extend our product range in line with customer demands and niche market opportunities. The PACOM team is dedicated to continual improvement and adaptability – enabling new interfaces, system enhancements and other custom requests to be made possible in a timely manner.

### IT Compliance & Technology

Our history of working with the financial industry and their respective Information Technology (IT) departments is demonstrated in our product suite. The PACOM solution incorporates industry standards and ensures that your initial investment is protected by facilitating a simple migration path to the latest technological advancements. The "open" (non-proprietary) architecture of our systems ensures uncomplicated serviceability and support.

### Interoperability

The financial industry is experiencing growing numbers of mergers and acquisitions (M&As), which often affects compatibility and operations. The PACOM solution enables the simultaneous support of multiple disparate systems on a single common platform to help ensure interoperability, and create an opportunity for a phased migration path where security can be enhanced and new technologies introduced over time.

### Return on Investment (ROI)

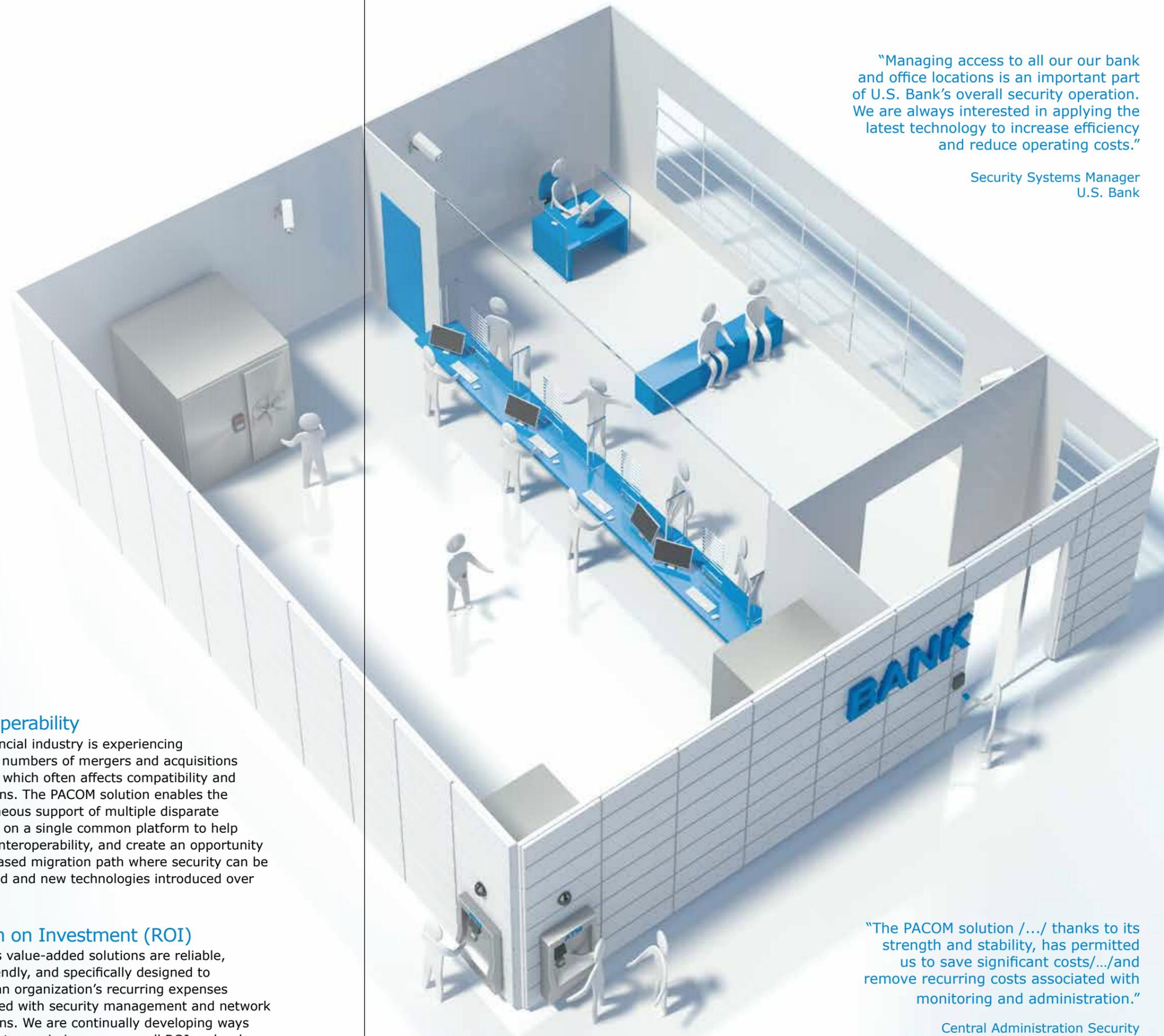
PACOM's value-added solutions are reliable, user-friendly, and specifically designed to reduce an organization's recurring expenses associated with security management and network operations. We are continually developing ways in which to maximize your overall ROI and reduce costs resulting from property damage and theft.

"Managing access to all our our bank and office locations is an important part of U.S. Bank's overall security operation. We are always interested in applying the latest technology to increase efficiency and reduce operating costs."

Security Systems Manager  
U.S. Bank

"The PACOM solution /.../ thanks to its strength and stability, has permitted us to save significant costs/.../and remove recurring costs associated with monitoring and administration."

Central Administration Security  
Banco De Credito del Peru





## Branch Staff & Customers

The security and safety of both staff and customers is critical to the successful operation of any financial institution. The PACOM solution has been specifically engineered to operate within a banking environment to ensure this safety and security. In fact, many of the niche PACOM features have been engineered to complement existing banking security routines.

### Wireless Integration

Wireless security devices are ideal for difficult and/or inaccessible areas in a bank branch environment, and are especially good when mobility is required. Pendants, for instance, give staff the ability to trigger an alarm from anywhere in the bank, lobby or nearby location without cabling. The PACOM system supports a range of wireless intrusion and access control systems, all of which can co-exist with a hard-wired solution.

### Staff and Customer Safety

The PACOM solution supports all the conventional alarm devices used by banks such as hold up money clips and duress buttons. RTUSignal, PACOM's revolutionary application, is an innovative alternative to conventional hold-up devices, as it transforms a PC keyboard into an alarm transmission device. This enables staff to raise an alarm without the knowledge of an onlooker.

### Integration with banking equipment

With fast and efficient customer service being of the utmost importance, many branch banks have deployed various systems, such as cash recycling units and cash teller drawers, to increase performance, minimize risk and improve operational costs. The PACOM solution can intelligently integrate with these systems to improve the overall security of the branch.

### Video Integration

The PACOM Solution integrates with many of the leading video manufacturers on the market. Intuitive "video verification" can be accomplished from a Security Operations Center (SOC) to minimize the incidence of false alarms.

# BANK

## Branch Access

Gaining access to a branch is the start of the security process. PACOM technology provides flexibility and ease for allowing access when it is needed, while still preventing unauthorized entry.

### Keyless Entry

Using physical keys to lock and unlock branches is not cost-effective, with lost, stolen or replicated keys presenting a major security threat. Deploying a PACOM access control solution and issuing access cards to staff and cleaners to enable access outside normal business hours provides greater control and security. It also ensures that all activity is recorded and eliminates problems associated with mechanical key and lock systems.

### Branch Opening and Closing

Branch staff must be mindful of potential threats and be prepared for the unexpected. PACOM's solutions incorporate intelligent functions, including ambush and duress, to ensure that safe opening and closing procedures can be performed. Reporting "late to open" and "late to close" alarms is another way in which PACOM technology can improve staff safety.

### User Identification

The PACOM system automatically identifies users as they enter or present their credentials at a keypad or card reader. If a cleaner arrives, for instance, the branch automatically enters "cleaner mode" where critical areas remain secured yet the cleaner can perform their job (within a defined area and time) without a risk of setting off alarms. On-site staff and Security Operations Center staff will be aware of a cleaner being on site by either using the branch keypad or PACOM management software.

### System Interoperability

Access and intrusion form only part of mission-critical applications at a branch. Other systems that can be integrated include CCTV, HVAC, and fire to name just a few. PACOM supports several common standards, which allows seamless operation between these systems. This allows the automation of a number of activities when entry to a branch occurs, such as activating lights and air-conditioning or streaming live video if a vault door is opened.



## ATM Security

The PACOM solution can cater to all types of Automatic Teller Machine (ATM) applications ranging from commercial, free-standing units to through-the-wall units within dedicated secure rooms. Criminal attacks at and around ATMs and the liability for the injuries suffered by customers are serious concerns for all banking and financial institutions.

### Remote Diagnostics and Testing

PACOM management software enables remote monitoring of any number of ATMs. Upon detection of a fault, the system can identify the type of fault and help ensure that the deployed technician is properly equipped. This extends to ATM internal devices, such as seismic/vibration sensors, where self-test failures are reported automatically. These capabilities can dramatically reduce the amount of time required for fault diagnosis and resolving any problems.

### ATM Servicing

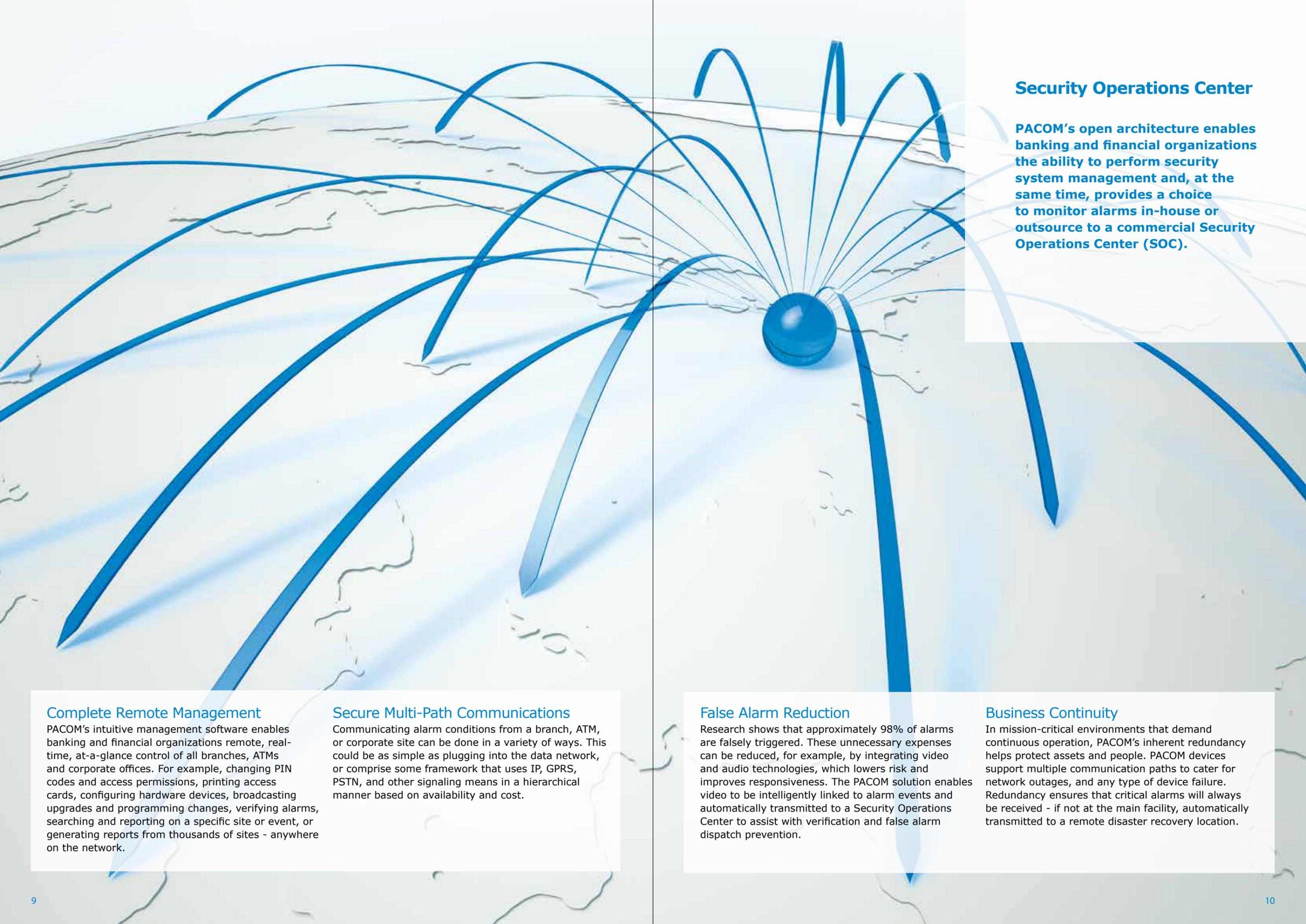
Performing ATM service calls presents risks, such as violent crime and financial loss. Therefore it is vital that the status and service activities are known in real-time. PACOM technology also supports authenticating service technicians in a number of ways. This could be as simple as entering a PIN on a local keypad, or a more sophisticated process involving a remote operator using a combination of video and audio before remotely disarming the ATM.

### ATM Monitoring

Threats and incidents can be reduced through improved visibility and lighting around ATMs. A PACOM solution can detect light levels and initiate a response (or service call) if there is insufficient light that may impact customer safety or affect video quality from associated cameras. PACOM technology can also alert of paper jams and outages. Monitoring these types of ATM conditions can help improve safety and minimize downtime.

### Vault and Safe Lock Integration

PACOM technology can be used to integrate with existing vault/safe locking systems to provide banking organizations with a secure and convenient way to remotely manage safe lock environments. Authorized users can centrally program an entire network of safes and thereby reduce costs in setup and maintenance activities. Interlocks, dual user access and a range of timers can also be implemented to boost vault security.



## Security Operations Center

PACOM's open architecture enables banking and financial organizations the ability to perform security system management and, at the same time, provides a choice to monitor alarms in-house or outsource to a commercial Security Operations Center (SOC).

### Complete Remote Management

PACOM's intuitive management software enables banking and financial organizations remote, real-time, at-a-glance control of all branches, ATMs and corporate offices. For example, changing PIN codes and access permissions, printing access cards, configuring hardware devices, broadcasting upgrades and programming changes, verifying alarms, searching and reporting on a specific site or event, or generating reports from thousands of sites - anywhere on the network.

### Secure Multi-Path Communications

Communicating alarm conditions from a branch, ATM, or corporate site can be done in a variety of ways. This could be as simple as plugging into the data network, or comprise some framework that uses IP, GPRS, PSTN, and other signaling means in a hierarchical manner based on availability and cost.

### False Alarm Reduction

Research shows that approximately 98% of alarms are falsely triggered. These unnecessary expenses can be reduced, for example, by integrating video and audio technologies, which lowers risk and improves responsiveness. The PACOM solution enables video to be intelligently linked to alarm events and automatically transmitted to a Security Operations Center to assist with verification and false alarm dispatch prevention.

### Business Continuity

In mission-critical environments that demand continuous operation, PACOM's inherent redundancy helps protect assets and people. PACOM devices support multiple communication paths to cater for network outages, and any type of device failure. Redundancy ensures that critical alarms will always be received - if not at the main facility, automatically transmitted to a remote disaster recovery location.



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