

Industry Sector Building Technologies Division

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Case study

Siemens wins SpareBank1 contract to improve security at over 460 branches in Norway

Siemens has won one of the largest security contracts in Norway – a complete security and services solution agreement with SpareBank1, an alliance of 23 banks and 350 offices that together make one of the largest providers of financial products and services in the Norwegian market with 460 branches.

The bank wanted a fail-safe and sophisticated security solution with a central system operation and maintenance that involves the upgrading of video surveillance, intrusion detection and access control systems – and therefore provides increased security against unauthorised access and criminal activities – in all 460 branches.

Siemens won the five-year contract in partnership with Vakt Services, by creating a value-added solution comprising a new system platform and integrated security services from the Siemens' Central Monitoring Station (CMS) in Norway. At Siemens' CMS, a dedicated SpareBank1 Security Centre has been created with its own dedicated phone lines, email addresses and fully trained staff. The alarm management services respond to all types of alarms (both life-threatening and everyday events), thereby contributing to business continuity, crime prevention, staff safety and, ultimately, providing peace of mind. The centre will manage information from all locations, offer support on technical questions, receive service calls and remotely manage the security systems which include:

- 333 x digital video recorders from the Siemens' SISTORE range (SISTORE MX 16 Digital Video Recorder with 2 TB hard drives for all branches, and SISTORE AX4 Lite for most of the ATM machines)
- The replacement of 1,385 cameras with Siemens models
- 420 x Intrunet SI410/SI220 intrusion panels, securing most branches and 2,236 motion detectors from Siemens

- 1,300 doors across all branches secured by SiPass integrated access control systems and readers

All branches within the bank network will have video surveillance and intrusion alarm systems installed, with the majority of the branches also supplementing their security measures with access control. A centralized access control system utilizing operational services (with server hosting at Siemens' CMS station for 23 branches), is also being specified. In re-routing existing alarm transmission to Siemens' CMS, several areas for improvement in the customer's existing system were identified, all of which have been addressed by the new system.

Key to the requirements was the implementation of an interoperable security system that is capable of working together to deliver the required security levels. This enables the control of the various security functionalities (access control, intrusion detection, video surveillance, alarm management) from one central point. For example, whenever events trigger access or intrusion alerts, video recording will start and live images will be received to provide verification at the CMS from where, if necessary, intervention forces will be alerted.

Before they decided to issue a tender in order to get a single supplier, each of the 23 member banks – which together constitute one of the most familiar names in the Norwegian financial market – ran their own security systems and services locally. This resulted in a complete lack of commonality throughout the alliance. Although the alliance's main goal was to ensure the individual banks' independence and local connections, the objective of the agreement was to create a mutually binding co-operation between the partners within the security operation, marked with a clear partner philosophy and focusing on security levels, cost optimization and the development of predictable security and services.

Ole Jørgen Eiterå, Security Chief at SpareBank1, says "The alliance had used a variety of different security providers and as a result, five companies competed for this contract. Although there is no 100% guarantee against robbery, we have created a complete solution that is able to adapt to threat levels and increase the speed of response to events – but at the same time, we have reduced our costs."

Per Bratsberg, Head of Marketing at Siemens Building Technologies Norway, adds "Our strategic partnership with Vakt Service has resulted in pioneering, integrated concepts to meet the customers' requirements: Siemens supplies the security systems, installation and service along with the capabilities offered by the CMS, and Vakt Service provide the manned services, cash handling, guards, transport and intervention services. By harmonizing the system and service

portfolio, it was possible for Siemens to reduce SpareBank's costs as well as to improve security levels throughout the branches."

This project is an excellent example of Siemens offering a complete, custom-built package, from consultancy through to system supply and services, providing a single point of contact and working in close customer collaboration throughout all the stages of the project. Siemens has particular expertise and knowledge in large scale financial projects, offering the understanding and technical capabilities to provide an interoperable approach which covers the security requirements of many branches, often over large geographical areas, from a central point.

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