# MARCH NETWORKS Financial Transaction Investigation Application Central Integration of ATM and/or Teller Transaction Data

March Networks Financial Transaction Transaction Investigation (FTI) software is an integral component of the company's Financial Solutions portfolio, and is unlike competitive, traditional data capture and retrieval methods. These methods require local text capture at each branch, along with the storage of that transaction data on the DVR(s) at each branch. Instead, March Networks FTI is uniquely designed to import this data directly from bank transaction servers to our Enterprise Services Manager (ESM) server, which resides behind secure firewalls in the bank's corporate data center, in an environment compliant with their own data and network operating policies.

As each bank controls the transfer of their transaction data, any fields that are not critical to the search functions desired by their investigators can be excluded from the data export. Software controls the association of each camera and data source (ATM or Teller) and presents synchronized video and transaction records up to our Investigator client application. Users are able to use the transaction data (e.g., card number, account number, transaction amount, etc.) to initiate searches across one, many, or all branches. With a single search, a list of all relevant video/data records is received at their remote desktop in seconds, dramatically increasing their productivity and reducing the costs of investigations.

The result is a safe, secure integration of video records and ATM or teller-line transaction information. And thanks to this central integration model, there is no need for in-branch text capture hardware, increasing the reliability of the data files and eliminating the costs of purchasing and maintaining that hardware at each branch.



### Financial Transaction Investigation – Key Points

- Requires ESM server and secure file transfer over a dedicated LAN/WAN link to the central ATM/Teller transaction server.
- Uses custom 'Translator' designed with bank IT team to present specific data record format and layout for Investigator searching and case management.
- Enables investigations to be performed remotely, across all authorized locations, using VideoSphere Investigator/ Evidence Manager Professional client software.
- Enables searches using any data element defined in the Translator (e.g., card number, ATM I.D., account number, amount, etc.), retrieving the data record from the central transaction server and associated video clip from the local recorder automatically.
- Eliminates cost, maintenance and potential security worries of dedicated hardware at each ATM and/or Teller station.



# Unique, Central Data Integration

The FTI application transfers ATM and/or Teller station data directly from the financial institution's internal transaction server in the corporate data center to the ESM server over a single, secure network link, as shown at the right.



## Implementation

Pre-Implementation and Translator Development Phase It is important that a clear understanding of the financial institution's IT and network infrastructure, as well as their fraud investigation objectives, are gained prior to deployment of this solution. This will ensure the development work around the custom Translator is performed accurately and expediently. An FTI Request for Custom Integration document is used for this purpose, and has been designed to be completed by the customer IT team and March Networks representatives together, in order to capture this understanding and properly scope the software development and integration project. A separate Translator development project is required for ATM and for Teller integration.

#### Full FTI Implementation Follows These Steps

- 1. Installation of NVRs and ESM in first customer sites
- 2. Completion of FTI Request for Custom Integration agreement together with IT team
- 3. Delivery of accurate sample ATM and/or Teller transaction data file to March Networks (financial institution may require March Networks to enter into an NDA)

- 4. Development of FTI Translator according to the data fields and strings provided
- 5. Integration of Translator into customer IT environment (on ESM server)
- 6. Test and customer acceptance
- 7. Full roll-out

### Summary

March Networks Financial Transaction Investigation application provides a robust and reliable tool for investigating potentially fraudulent transactions using a central data capture architecture. This architecture enables investigators to search for suspicious transactions across all branches with a single query, and allows the results list to be refined to reveal the exact transaction profile desired. A single click will retrieve the associated video and receipt information for easy verification. March Networks FTI is a key component of the March Networks Financial Solutions portfolio and is the most cost effective and reliable tool on the market today to help financial institutions reduce loss due to transaction fraud.

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