



NBAD selects WinGuard PSIM+ from Advancis

In 2013, National Bank of Abu Dhabi (NBAD) implemented the most comprehensive and advanced Security Command and Control Center (SCCC) in the MENA region

Building a secure branch network was an important goal for the National Bank of Abu Dhabi (NBAD).

NBAD has deployed a true Physical Security Information Management (PSIM) system to centralize and control all components by a single interface. NBAD has chosen the software platform WinGuard from Advancis, reaching far

beyond the common PSIM scope. As a PSIM+ system, WinGuard comprises the complete security and building management as well as the communication and IT infrastructure.

New Regulations

Over the past five years, UAE authorities introduced new regulations and internat-

ional standards in order to modernize security systems. Dubai Law 24-2008 was the first comprehensive set of regulations based on international standards and the new realities of security threats.

The most often cited reason for the previous lack of investment in security: the UAE was considered a safe, low threat country. Without mandates and directives

from authorities, previous investment in security was minimal.

New Challenges

NBAD had to comply with these new security regulations requiring retrofitting or replacing the entire IDS and video surveillance systems. Realizing that the right leader was critical to success, NBAD made a key appointment, Mr Thomas Upchurch, as VP and Head of Security and Safety. Mr Upchurch's primary remit was to create a vision, strategy, solution and support team to not only meet the current challenges, but to place NBAD at the pinnacle of security in countries where the Bank operates.

Requirements for SCCC

In order to establish the SCCC properly, the following criteria had to be considered:

- Top Level Management Software (PSIM), manufacturer independent and highly available.
- Control of all fire and police alarm panels by one centralized user interface.
- A flexible solution that would leverage existing investment in infrastructure, with low operating cost and capital investment while meeting or exceeding functional requirements.
- Minimization or elimination of business interruption during deployment.
- Monitoring and processing of alarm events, dispatch of vendors, tracking of break-fix activities to be performed by a small team operating 24/7.
- Prioritization of work required to maintain compliance with sudden changes in regulations by Central Bank and Ministry of Interior.
- Standardization on March Networks DVRs & NVRs.
- Upgraded IDS for all branches based on European standard EN 50131 - Grade 3.
- Centralized dispute and fraud investigation using March Networks Searchlight software.
- Centralization of access control.
- 100% retrieval of video evidence linked to transactions in the core banking system.
- Ability of creating repeatable processes and scripts to handle specific events.
- Full operational capability with minimal staff (from 2 to 7 per shift).
- Supporting NBAD Sustainability Program.

WinGuard is Manufacturer Independent

The Bank investigated fully integrated solutions from single manufacturers, but those solutions required NBAD to also install only their hardware and software. As NBAD has a very large and diverse

operating environment with tens of thousands of devices, full replacement to a unified product was cost prohibitive. Therefore, one of the strongest factors influencing NBAD's decision to select WinGuard is its manufacturer independence. Having interfaces to numerous security, building and information management systems and with new ones constantly being developed, WinGuard is able to control any connected device.

The Security Command and Control Center: Vision Materialized

The SCCC is a model of efficient space management. The dominant feature is a video wall comprised of a 5x10 matrix of Christie MicroTiles. Christie MicroTiles run cool with no additional A/C required. They also deliver the most consistent image quality over time as the tiles communicate to each other via infrared ports on four sides of each tile.

The six operator stations and supervisor desk were designed by Lund & Halsey who also provided 24-hour chairs. The SCCC

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Above Thomas Upchurch, VP and Head of Security and Safety, NBAD

management system WinGuard offers the ability to connect all fire panels to the SCCC. Within a few seconds, the SCCC can determine whether an alarm is real and immediately contact Civil Defense. Further, a complete floor plan with the location of the fire, nearest entrance and firefighting equipment can be sent to Civil Defense before they leave the station.

One vital security feature is storage of multiple CCTV snapshots at the time of transactions in the data center. Using March Networks Searchlight software, which is integrated with WinGuard, still images are stored in a secure data center while maintaining 180+ days of video on each DVR/NVR. If there is a hardware failure or e.g. even a theft of an ATM, NBAD will not lose 180 days of video recordings to provide evidence. The NBAD WinGuard/ March Networks solution minimizes bandwidth whilst having no impact on normal operations with many ATMs communicating by GPRS, while securing data to Payment Card International- Data Security Standards (PCI-DSS).

WinGuard PSIM+ reduces operating cost

WinGuard from Advancis is more than a PSIM. Integrating building and communication management, WinGuard can e.g. also regulate lights and HVAC, providing control over systems that were either unmanaged or locally managed by a Building Management System. Over the next two years, NBAD will rollout additional functionality in order to reduce operating expense. Total ROI will be realized in a very short time. One additional benefit is support of NBAD Sustainability Program by reducing the Bank's environmental impact.

Future Expansion

In less than six years, NBAD will expand operations into new countries in the West-East corridor. Mr Upchurch stated, “Our upcoming challenge for 2014 and subsequent years will be to expand the SCCC operations beyond the borders of the UAE. Building on our successes, we envision completely centralized security and building management that will be the new future benchmark for this business sector. WinGuard flexibly extendable PSIM+ system is the perfect solution, as it constantly adapts to increasing requirements.”

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