



## PHYSICAL SECURITY INFORMATION MANAGEMENT (PSIM)

# In Complete Control

A Centralized Management Platform for Diverse Systems

Over the past five years, UAE authorities introduced new regulations and international 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. In 2013, the National Bank of Abu Dhabi (NBAD) implemented the most comprehensive and advanced Security Command and Control Center in the MENA region, built around the WinGuard software platform from Advancis.

The most often cited reason for the previous lack of investment in security in the UAE was that it was considered a safe, low threat country. Without mandates and directives from authorities, previous investment in security was minimal. Suddenly the NBAD had to comply with these new security regulations, requiring retrofitting or replacing the entire IDS and video surveillance systems.

Target was to create a vision, strategy, solution and support team to not only meet the current challenges, but to place the NBAD at the pinnacle of security in the Middle East and the West-East corridor which the Bank intends to dominate in the coming decades.

In 2013, the NBAD implemented the most comprehensive and advanced Security Command and Control Center (SCCC) in the MENA region. Whilst many other institutions may already have robust components of security, the NBAD system is a true Physical Security Information Management (PSIM) system to centralize and control all components via a single interface. The chosen WinGuard software platform reaches far beyond the usual PSIM scope. As a PSIM+ system, it comprises the complete security and building management as well as the communication and IT infrastructure.

Now Ranked as one of the 50 Safest Banks in the World for the last five years, the Safest Bank

in Middle East and the Safest Bank in Emerging Markets 2013 and having won the Sheikh Khalifa Excellence Award in Finance in the Diamond Category in 2013, building the most secure branch network in MENA was the goal for the NBAD.

### Functional Requirements

In order to establish the SCCC properly, a number of criteria had to be considered. It was specified that the PSIM should be manufacturer independent and highly available, and able to control all fire and police alarm panels via one centralized user interface. The solution should be flexible so that it would leverage existing investment in infrastructure, have a low operating cost and capital investment while meeting or exceeding functional requirements. As a busy bank in the public view, business interruption during deployment should be minimal or avoided entirely. Further, only a small team of between two and seven staff operating 24/7 should be required for the monitoring and processing of alarm events, the dispatch of vendors and the tracking of break-fix activities.

Sudden changes in regulations by the Central Bank and Ministry of Interior could cause an alteration of priorities during implementation and maintaining compliance would be essential. The upgraded IDS for all branches would be based on European standard EN 50131 – Grade 3 and



a centralized dispute and fraud investigation facility would be realized using March Networks Searchlight software and their DVRs and NVRs. This would allow 100% retrieval of video evidence linked to transactions in the core banking system.

### Manufacturer Independent

The Bank investigated fully integrated solutions from single manufacturers, but those solutions required the NBAD to also install only their hardware and software. As the Bank 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 its decision to select WinGuard over other products is its manufacturer independence. Having interfaces to numerous security, building and information management systems and with new ones constantly being developed, the product is able to control any connected device.

The SCCC is a model of efficient space management. The dominant feature is a video wall comprised of a 5x10 matrix of Christie Microtiles. These run cool with no additional air conditioning required. They also deliver the most consistent

image quality over time as the tiles communicate to each other via infrared ports on the four sides of each tile. The six operator stations and supervisor desk were designed by Lund and Halsey, who also provided 24-hour chairs. The SCCC management system provides the ability to connect all fire panels to the SCCC. Within a few seconds, it can be determined whether an alarm is real and contact made immediately with the Civil Defense. Further, a complete floor plan with the location of the fire, the nearest entrance and firefighting equipment can be sent to Civil Defense before they leave the station.

One vital security feature is the storage of multiple CCTV snapshots at the time of transactions in the data center. Using the Searchlight software, 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 maybe even the theft of an ATM, the NBAD will not lose 180 days of video recordings to provide evidence. The chosen solution minimizes bandwidth and has no impact on normal operations with many ATMs communicating by GPRS, while securing data to Payment Card International data security standards.

### Operating Cost

The integrated building and communication management can also regulate lights and HVAC, providing control over systems that were either unmanaged or locally managed by a building management system. Over the next years, the NBAD will roll out additional functionality in order to reduce operating expense. A complete ROI will be achieved in a very short time. One additional benefit is support of the NBAD Sustainability Program by reducing the bank's environmental impact.

In less than six years, the NBAD will expand operations into more than 20 new countries along the West-East corridor and expand the SCCC operations beyond the borders of the UAE. The WinGuard platform as a flexibly extendable PSIM+ system will constantly adapt to increasing requirements, setting a new benchmark for this business sector.

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 <b>Optical Data Check:</b> IR beams are optical synchronized and not wired	 IR beams are completely immune to direct solar rays or e.g. car's headlights
 Up to 5 Detection Scenarios can be programmed in order to reduce nuisance alarm rates	 Any IR beam can be disabled by software when temporary obstacles are present
 <b>Target Direction Analysis:</b> double alarm information (crossing left-right / right-left)	 <b>Signal Efficiency Analysis:</b> hardly reduce field maintenance costs
 Configuration, control and diagnostic over IP	 <b>Digital Auto Gain Control:</b> increases the immunity against any infrared radiation

# SICURIT

## PERIMETER PROTECTION SYSTEMS

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