

Case Study: National Bank of Costa Rica



National Bank of Costa Rica has pioneered the implementation of advanced electronic security systems in its facilities and uses technology of the latest generation in the country.

National Bank of Costa Rica strengthens its electronic security with integrated solutions by Johnson Controls

About

Name:

National Bank of Costa Rica

Country:

Costa Rica

Location :

San Jose

Industry:

Financial/Banking

The National Bank of Costa Rica, founded in 1877, is the oldest financial institution in the country. It plays a crucial role in the national economy, providing accessible financial services and supporting Costa Rica's economic and social development. Its mission ranges from providing financial services accessible to all sectors of the population to actively supporting key initiatives for national growth.

Challenges

National Bank faced multiple challenges in terms of its electronic security, characterized by multiple isolated systems that made it difficult to manage and update. The advanced obsolescence of the systems was evident due to delays in the acquisition of technology, resulting in discontinued models and limitations in the effectiveness of existing solutions, the precise details of which are not revealed due to confidentiality. Faced with this situation, and with advances in technological developments, it was

necessary to implement a new integrated, dynamic, robust, scalable solution that would allow updates, covering access control, video surveillance, intrusion alarms and fire detection, to guarantee reliability and adequate support to the institution.

During the implementation of the solutions, the team faced considerable challenges. The pandemic and a four-year cumulative demand altered supply and logistics schemes, requiring new protocols from import to installation. A crisis of shortages of key components also impacted the process. Despite these obstacles, the work schedule was maintained.

Solution

Johnson Controls was selected after a rigorous study that evaluated aspects of the important to the networked system, such as bandwidth consumption, software efficiency, user interface, and overall system performance.

This solution not only proved to be compatible with the institutional needs of National Bank, but also offered the necessary integration between the different security subsystems.

National Bank implemented a full range of Johnson Controls products to strengthen its electronic security infrastructure. Among the products used are the complete line of DSC Neo and Pro intrusion systems, the Exacq Enterprise version video servers for advanced video surveillance management, the C·CURE access control system for comprehensive access management and physical security and the 4100ES series Simplex fire detection panels to ensure early detection and effective response to emergencies.

These solutions were selected for their proven ability to integrate and perform, perfectly adapting to the bank's specific needs in terms of reliability and support. In addition, all security subsystems are integrated under a single management interface, allowing users and security managers to better manage and control each other.

Outcomes

The new security scheme has marked a notable improvement in the National Bank. Thanks to open communication with customers, the desired results were achieved. "Openness in communicating with customers has been crucial; we make sure their needs are heard and addressed. We are committed to

providing technology solutions that continuously improve banking processes in the short, medium and long term," said Virginia Baez, Regional Sales Manager at Johnson Controls.

As an initial aspect, the reuse of existing analogue systems was considered, facilitating their migration to the new platform. In addition, a more advanced system was implemented in this project that includes better video quality and greater video availability. Alarm systems have been optimized, which has significantly reduced the number of false alarms and increased their reliability. Excellent video quality makes it easy to resolve incidents in daily operations without setbacks. In general, the bank's security scheme has been fully strengthened.

Today, the system operates smoothly in terms of video, intrusion and fire alarms. As for aspects related to cybersecurity, the bank has its own policies, led by the IT department. Johnson Controls took on the challenge of complying with these policies, committing itself from product development to offer a highly reliable and cyber-secure solution for all subsystems.

In the future, the National Bank aims to maintain a gradual obsolescence scheme to minimize the impact of future implementations. In addition, it is planned to start the integration of platforms such as C·CURE and strengthen the implementation of fire detection

systems to standardize them in all regional offices. It is also sought to bring the access control system to all the venues.

Johnson Controls wide range of products and ongoing technical advice have been instrumental in developing specific projects that meet customer requirements. "Johnson Controls automation capability and technological advancement have made it possible to offer optimal and customized solutions, making a significant difference in their implementations," said Fabián Malcmann, General Manager of I.S.S. Integral Security Systems S.A.

Thanks to the solutions implemented, the performance of the system has improved considerably today. The platform has managed to stabilize itself in terms of failures, with high equipment availability ensuring that information is always accessible for well-informed decision-making.

"The constant review of the process, facing restrictions and crises, and even thus complying with the installation schemes, only reflect the interest of all the parties in carrying out the project. Having a strategic partner such as Johnson Controls has allowed us to develop this migration process."

– Oscar Cascante Delgado

Electronic Security Specialist Engineer, Construction and Standardization Unit of the National Bank of Costa Rica