

OpenEye Makes Managing Video Security Easier at Bay CU

For Bay Credit Union, a Panama City, Florida-based credit union with branches in different time zones, being able to monitor and support its video surveillance systems remotely is important.

Bay CU operates five branches that serve about 13,500 members and manages \$180 million in assets. Established in 1952, it has grown in recent years due to its acquisition of FLAG Credit Union in Tallahassee.

Bay CU's primary business is making loans and opening checking accounts. Protection of member information is paramount.

"We don't sell widgets. We don't sell paper. We sell trust," said Bay CU President and CEO Michael Akers.

Challenge

Bay CU wanted a way to easily view and manage its video surveillance system across its branches, since it did not have a wall of monitors or just one dedicated staff member overseeing security. It currently has several staff members in compliance, security and IT who use OpenEye Web Services (OWS) through a desktop client or their phones to gain needed information from the system.

Relevant staff members receive email notifications if the surveillance system or a camera goes down and when it's back up. The purpose of a security system for them is to ensure they will have usable video footage or information if and when they need it.

"Cameras only matter when you need them," said Akers. "Sometimes it's a set it and forget it situation."

So, a business needs a system that is reliable and to be able to check for common camera issues like an obstructed view.

"Sometimes law enforcement accesses an ATM camera and realizes the camera was fuzzy or pointed in the wrong direction," Akers said. "You have to be proactive and know what components you have and what condition they're in. You have to be aware. That's how you protect your organization."



Michael Akers

In 2018, Hurricane Michael slammed into Panama City, damaging Bay CU's headquarters. The business erected a new building, which opened in early 2021, with a new video security system, installed by Panama City-based Sinetech LLC.

Solution

Sinetech does security system design and installations for airports, condominiums, chemical plants, utilities and other businesses within a 200-mile radius of Panama City. It has been working with Bay CU since 2018,

including outfitting its temporary headquarters after the hurricane as well as its new building.

"They wanted health alerts. They wanted basically a central login for all their recorders because they have five different locations, one being in Tallahassee, which is about two hours away," said Joshua Schwinn, Sinetech's owner.

Because of the locations and acquisition, the credit union was using three different recorder brands, each with their own login.

"It was a real big hassle," Schwinn said. "A centralized control unit is what they wanted."

The credit union wanted health alerts if an ATM or camera went down. Instead of needing someone to monitor cameras constantly, the system sends a notification if there's an issue. User setups are now easier, as branch managers have their own logins.

"My favorite thing about the OpenEye software is the ability to search for events," Akers said. "I really appreciate the search feature within OWS where

you can get down to an event much quicker than traditional software because they require a manual search. With OWS, you can pull up thumbnails and pick a square and drill down so much faster."

If the credit union received a subpoena for information, it might have taken an entire day to gather it. With the OWS event search, it takes 30 minutes or less.



Bay Credit Union

www.baycu.com

Headquarters

Panama City, FL

Branches

5

Employees

45

Members

13,500

Managed Assets

\$180 million

Important Dates

1952 – Established as International Paper Federal Employees Credit Union

1987 – Name changed to Bay Credit Union and membership opened to all Bay County residents

2018 – Hurricane Michael hits

2021 – Rebuilds and reopens headquarters

2022 – Merges with FLAG Credit Union and expands membership and geographic reach



The lobby of Bay Credit Union's new headquarters in Panama City, Florida. Photos courtesy of Bay Credit Union.



FOR MORE INFORMATION
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About OpenEye

OpenEye, the cloud video platform company, provides solutions for video security, business intelligence and loss prevention. For over 20 years, it has been committed to developing an easy-to-use, comprehensive video management system backed by heroic customer service and support. OpenEye's solutions are available globally through a trusted network of certified service providers. Visit openeye.net.

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