

Jamaica National Bank turns to AMAG Technology for a Single Security Solution

Jamaica National Bank centralizes their security system



Jamaica National Bank (JN Bank) is a member-owned bank that has been serving Jamaican business and personal customers for more than 140 years.

In a highly regulated industry with specific compliance needs – from branch security and HR data collection and retention, to multi-location staff authentication and visitor management – JN Bank had multiple security systems across their locations that were not offering efficiency and adapting to changing needs. That is why JN Bank turned to full-service security company Video-Access Security Solutions, Ltd. for a single solution to implement across their footprint.

“Based on my professional assessment of the systems [JN Bank] was using presently, AMAG’s Symmetry System was the clear solution. Symmetry was the most unified, seamless platform that satisfied the various needs.”

— George Kamalu, Managing Director at Video-Access Security Solutions Ltd.

The Challenge

Centralizing the System: Jamaican National Bank was actively using several security providers, having 3-4 systems spanning across 40+ branch locations and administrative buildings, creating inefficiencies.

Employees would often complain about needing to carry different access cards to switch between locations, and if technical issues arose, there were multiple providers that needed to be contacted for resolution.

Customized for Compliance: JN Bank was outgrowing their multi-system scenario as their company continued to expand. They worked with Video-Access Security Solution Ltd. to add visitor management services, source department exit and entry resources at their administrative headquarters, and increase HR data retention capabilities to comply with incoming audits. Without a unified system, these integrated needs would be nearly impossible to seamlessly fulfill across all JN Bank locations.

AMAG Implementation

Over a one-year project, JN Bank implemented **Symmetry Access Control** as a replacement for all previous systems.

This software centralizes systems and helps reduce inefficiencies through its support of unlimited card readers, card holders and clients, allowing teams to control all security from a single location and universalizing access among those readers to enhance staff mobility.

Symmetry Access Control is also highly modular, offering users extensive options for integration with all Symmetry Preferred Partner solutions and a full range of optional software programs to further customize the system to meet any future security needs.

To streamline record keeping and compliance requests, the system provides companies the ability to note when employees enter/exit specific departments using its readers, generating simplified time/attendance reports. All data retention limitations are removed, significantly increasing a team's ability to archive essential information in the event of an audit.

Results

Streamlined and Stabilized: Symmetry Access Control now acts as a unified backbone to JN Bank's security system and increases staff stability, allowing for seamless user access with only a single ID card across all company buildings.

In the branches, the Symmetry system secures all main entrances and allows exit/entrance requests by employees for the most sensitive areas of each location for higher overall security compliance. The company headquarters and data centers have been equipped with more than 80 card readers, adding the ability to note proof of exit/entry time as a simple solution to time and attendance reports, meeting HR's compliance needs with no time limit or data retention.

"AMAG's unified Symmetry Access Control system not only helped JN Bank to streamline our active processes, but has allowed our team to confidently look forward to address future compliance, systems management, and other risk issues."

— *Michael Powell, Head of Security at Jamaica National Bank*

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Looking Further with Symmetry: JN Bank's longevity as an institution operating for over 140 years would not be possible without dutifully protecting its customers' assets. The bank continues that commitment by adding Symmetry GUEST — a centralized and customizable visitor management system — to its facilities, beginning with two administrative buildings. All company locations and headquarters will implement Symmetry GUEST in the future, with four different visitor licenses available through Symmetry Access Control.

Likewise, Video-Access Security Solutions, Ltd. recommended AMAG's Symmetry system because of the endless possibilities for future integrations and upgrades their partnership presents JN Bank. They have already begun planning for future projects, including:

- Programming JN Bank's existing smart devices (HVAC systems, lights) to deactivate when users exit the premises, allowing for energy conservation when locations are empty
- Two-factor authentication and biometrics as recommended by security auditors
- Integration with existing video systems

The ultimate goal was stability for Jamaica National Bank's future needs. While other systems may offer integration options, our team had the most confidence in AMAG's manufacturer stability and seamless support options. We knew that in choosing Symmetry, we were setting ourselves up for a successful and long-term partnership between our team and JN Bank, as we continued to adapt together to their security needs."

— *George Kamalu, Managing Director at Video-Access Security Solutions Ltd.*

