



SaaS Solution

Case Study

Financial

Founders Federal Credit Union

3SI
Security Systems

Summary



Location

37+ branches/offices in North Carolina & South Carolina, 1,000 employees, and 245,000+ members.



Challenge

Founders needed to move away from the traditional opening/closing procedure because it was not a fully secure system.



Solution

SafeResource is a mobile safety system app that you can be used for single employee openings/closings and much more!



Result

- Safer Openings/Closings
- Documented processes
- Cost savings through increased efficiency
- Safer ATM servicing
- No hardware to purchase
- Survey features

Challenges

Founders Federal Credit Union (FCU) was using a “traditional” branch opening/closing procedure where once a branch was cleared by the opening staff, they would create a physical notification for other employees that it was safe to enter; for example, raising the drive-thru shade or placing an umbrella at the door. Founders wanted to move away from this method as it wasn’t a fully secure system and differences in branch architecture made consistency of signaling a challenge.

In addition, to meet the requirements of NCUA 12 CFR 748, Founders wanted to increase its protection against robbery - and they understood that staff are at their most vulnerable during opening and closing procedures.

SUMMARY

Founders FCU chose to deploy 3SI’s SafeResource ® SaaS technology. SafeResource protects employees during opening/closing, provides a full Emergency Notification System, and increases efficiency through process standardization and robust reporting. The key benefits Founders realized are:

A positive impact on employee safety

Less staff needed for openings/closings and high security level is still maintained

The notification feature allows the system admin to send alerts to all staff on branch status and more

Useful reporting/documentation of all actions completed within the app

How SafeResource Benefits Founders FCU



It's just a good product. SafeResource is very beneficial for employee safety and offers several other key benefits for us. Just as important is the support we get - when we reach out, the 3SI team is on it to help us right away. That is probably the biggest thing I would say when recommending 3SI.



Richie Holden
Physical Security Manager
Founders Federal Credit Union

Established in 1950 to improve the financial wellbeing of neighbors and colleagues, Founders continues to demonstrate a commitment to community support. A key part of these values is the emphasis they place on staff support - Founders continually works to implement protocols and technology to help employees be efficient in their roles and stay safe at all times. From this commitment, it made good sense to implement 3SI's SaaS solution, SafeResource ®. As a longtime customer using 3SI's GPS technology, Founders' leadership already had a high comfort level with 3SI and knew our solutions to be high-performing and reliable.

While the primary reason for using the technology was to increase employee safety, the credit union soon realized the benefit of other key features of SafeResource.

SafeResource delivered on providing smooth openings/closings for their branches. The task list, which is customizable for each location, ensures staff complete all the required steps for opening/closing.

Allows fewer staff to safely perform opening/closing processes - a key benefit given the ongoing staffing shortages businesses of all kinds are facing.

The extensive reporting features included in SafeResource have proven beneficial - providing correct, concise, and complete data for annual reviews. Every action is recorded and stored, a wealth of information is at the user's fingertips.

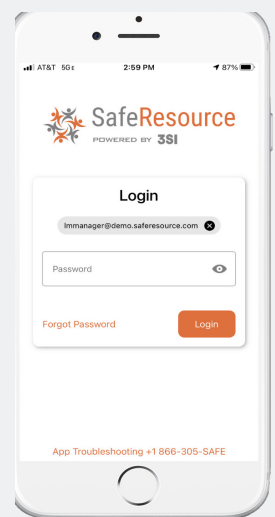
The Emergency Notification System (ENS) in the technology give the capability for the organization to send security alerts and updates to all users to keep staff aware of ongoing developments during emergencies. This feature has proven helpful for Founders to allow a central administrator to notify staff of a safe branch opening when performed by a security guard or other alternate personnel.

Conclusion

The Founders security team and employees are happy with the SafeResource solution. First and foremost, staff feel safer and appreciate that the credit union made the investment to protect them. Second, the flexibility and task list functions have eased some of the challenges associated with limited staffing and keeping everyone trained on the latest processes.

The streamlined opening and closing processes work with fewer staff yet ensures the same high level of safety. Use of the ENS feature as an alternate way to notify select staff of a safe opening has proven helpful. Finally, the robust reporting capability has made annual reviews and similar tasks more efficient and complete.

With just a few taps, staff can report the safe opening and closing of the credit union. If a panic situation arises, staff can quickly contact security via audio or video calls. Security can easily identify the caller's identity and location and can provide full support as delineated by the institution's established procedures.



More About SafeResource

SafeResource protects employees when they are most vulnerable, limits liability, and may reduce liability insurance costs. The System requires no additional hardware and functions on both Android and Apple iPhone (iOS) Smartphones employees carry every day.

- Safer Openings and Closings - even Sole Control!
- Electronic notifications of Safe Opening sent to all branch staff
- All activity is recorded and downloadable to allow audit, review, and regulatory compliance
- Significant cost savings through increased efficiency
- Safer ATM servicing, Night Drop retrieval and other similar branch tasks
- Two-way emergency notification - staff can alert SOC and SOC can notify employees
- Survey feature to collect feedback, data, staff opinions and policy confirmation
- Panic Alarm for all employees
- No hardware to Purchase - Usable on virtually all smartphones

About 3SI

Founded in 1971, 3SI is the market leader in pioneering advanced security solutions for asset protection and recovery. We are always ahead of the curve starting with the commercialization of dye and ink staining, to our ongoing development in GPS tracking and SaaS solutions, and beyond.



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