CASE STUDY
Bank Equipment Access Control

LET'S TALK
ACCESS CONTROL FOR BANK EQUIPMENT

Extraco (an acronym for Exporters and Traders Compress) Banks and its affiliate companies are dedicated to building people, businesses and communities. Since the Great Recession, Extraco has extended close to $2 billion in loans to 25,000 customers, while financially supporting over 1,275 community organizations working to create economic vibrancy, job growth and overall quality of life to our communities across central Texas. Founded as a cotton warehousing company, Extraco, over $2 billion in assets, is the largest and most comprehensive locally owned bank in Texas between Dallas and Austin, serving customers' banking, private banking, mortgage, insurance and wealth & trust needs with creative and innovative excellence. Extraco has built a culture of continuous process improvement and automation over the years, focusing on finding ways to operate more efficiently for employees and enhancing the customer experience simultaneously.

In 2010, Extraco implemented a universal banking model that utilized TCR (Teller Cash Recycler) technology to improve efficiency and provide fast, more accurate service. While the TCR technology supported this model and created efficiencies for the employees, Extraco still had strict dual control procedures that were cumbersome. Specifically, employees needed two separate combinations to access the TCR vault. This process was inefficient, especially as employees frequently floated between multiple branches and from the call center, which made the management of dual control combinations more difficult. Extraco recognized the need for a more efficient solution.

In 2022, John Scholten, Director of Information Systems, collaborated with a national security vendor to identify solutions that would enhance their existing Access Control Systems (ACS) and Alarm System ecosystem. John shared, "Extraco has been integrating their alarm systems with ACS since 2012. This integration enabled granular control of not only door access, but also worked with Securitas and Dormakaba to integrate ACS and alarm system with the locks on all cash safes. This allowed Extraco to enforce dual authority and two-factor authentication, which eliminated the need for employees to be assigned a Part "A" or Part "B" combo that greatly simplified staff scheduling, eliminated manual access logs, saved time required to gain access, and enabled the ability to centralize access control management across the company."

The overall benefits derived from the new platform included:

- ✓ *Affordable all-in-one solution from the same vendor simplifying support*
- ✓ *Centralized user and profile management with the ability to establish granular access controls*
- ✓ *Ability to enforce Dual Authority and Two-Factor Authentication integration with Cash Safes and Cash Recyclers*
- ✓ *Real-Time visibility to all Alarm Panels, Areas, Doors, Devices (Motion Detectors, Door Contacts, Sensors, etc.) and their associated events*
- ✓ *Fast and simple point-and-click control*
- ✓ *Ability to setup operator profiles defining specific rights and access permissions*
- ✓ *Easy-to-use interface makes for simple system configuration and user permission management*
- ✓ *Ability to add automation rules*
- ✓ *Interactive floor plans that allow you to graphically identify the location of each device for both documentation purposes and control*
- ✓ *Ability to identify issues and enforce company policies before they become a problem*
- ✓ *Capable of supporting remote ATMs and iTMs*
- ✓ *Enhanced processes available to reduce audit burdens*

How Mobile Access Control Facilitates Dual Control

To solve the security access challenges, Extraco opted for a mobile credentials solution that offered employees fast, convenient access throughout the building. **They took this a step further, working with the vendor to replace the traditional combination lock system for their TCR vault with the same mobile credentials setup used for door and cash safe controls.**

The integrated system allows for managing who has access, what they can access and where they can go within the building as well as dedicating by branch which employees can access the TCRs. Branch employees can now use their mobile device credentials to access the TCR cassettes. The dual control procedure is maintained by requiring two employees to use their mobile credentials and 2FA code to gain access to the vault, eliminating the need to manage separate combinations. Additionally, the mobile control access system allows real-time monitoring of the entire branch network and TCR vault access.

Mobile Access Time Savings

The mobile credentials solutions provides a significant boost to efficient staffing and schedule preparation by eliminating the need for the traditional "two-person control" approach, where an A and B combination holder must both be present to complete dual control. Managers no longer have to ensure that the proper staffing coverage is in place at all times, freeing them up to focus on other business needs.

Beyond the scheduling benefits, access control allows employees to perform dual control duties with greater efficiency. Rather than having to track down a coworker with the opposite combination, any two employees can simply use their unique access credentials. This minimizes delays, improves workflow, and creates a more flexible, productive

work environment. With the logistical hassles of the old system eliminated, managers and employees can redirect their energies towards value-added activities like training, professional development, and business development.

In addition to staffing and scheduling efficiencies, implementing this change at Extraco has significantly reduced the inefficient processes required to manage dual control combinations. Specifically, it has eliminated the need to:

✓ *Access the cash safe to retrieve the TCR key*

✓ *Check the A/B combo list to determine who can access the TCR*

✓ *Call two different departments to obtain the TCR combinations*

✓ *Log the keys and combinations in and out*

✓ *Audit the logs for accurate entries*

✓ *Scan the logs*

✓ *Have a process for key tracking*

✓ *Utilize time locks and a key box on safes*

✓ *Change combinations after turnover occurs*

The system can also detect the common practice of "day locking" safes. It is a common practice for retail employees to leave the lock un-turned for convenience, known as "day locking". Angela Gonzales, Retail Operations Specialist, shared that **"Extraco achieved notable efficiency gains with savings exceeding 86 hours per month through the implementation of secure access across all cash storage machines and areas. This equates to half a full-time employee!** By replacing previous cumbersome access procedures, our staff can now dedicate their efforts to fostering relationships."