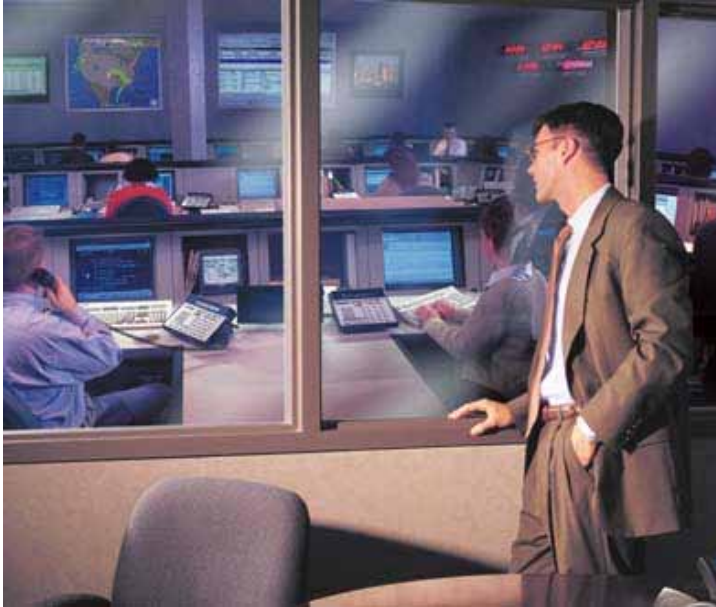


CUSTOMIZABLE ALARM MONITORING SOLUTION ALLOWS FOR 'PEACE OF MIND'



CHARLESTON,
SOUTH CAROLINA

Diebold's legacy in alarm monitoring and its rapid response times made the company the ideal partner for South Carolina Federal Credit Union.

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"Peace of mind is no longer a luxury, it's a reality. Diebold has both the knowledge and the resources to effectively monitor and manage our alarm systems at all of our 21 branches and ATM sites, which has allowed us to feel confident in their protection."

Janece Van Wart
risk manager
South Carolina Federal Credit Union

South Carolina Federal Credit Union

Location: Headquartered in Charleston, S.C. with 21 branches across the state

About: South Carolina Federal Credit Union is one of the 100 largest credit unions in the United States, with more than \$1.4 billion in assets and more than 156,000 members. South Carolina Federal Credit Union has 21 branches and is a part of a network of 26,000 ATMs located throughout Charleston, Columbia, Georgetown, St. Matthews, Manning and Orangeburg, S.C., and nationwide.

Solutions: South Carolina Federal Credit Union leverages Diebold's expertise for both alarm monitoring and managed access control.

“We have been impressed with Diebold’s rapid response times, as well as the reduction of false alarms.”

— Brett Cole, security manager, South Carolina Federal Credit Union

South Carolina Federal Credit Union Works with Diebold Security for Asset Protection

For South Carolina Federal Credit Union, vigilance is key to protecting its people, members and assets.

Not only was the Diebold solution integral to protecting branches, it also helps protect the credit union’s 80 plus ATM sites. South Carolina Federal executives required a knowledgeable team to develop a customizable alarm monitoring solution that would be managed by an experienced security integrator. That’s why risk manager Janece Van Wart and security officer Brett Cole chose to partner with Diebold Security.

They both knew that Diebold could deliver consistency, responsiveness and proven technology to secure the credit union’s \$1.4 billion in assets.

Diebold has been protecting financial institution’s assets for 150 years, monitoring and appropriately responding to potential threats. Highly trained professionals at Diebold’s Central Station Alarm Association Five-Diamond, Level 2 Event Monitoring Center are always on alert, responding immediately when an alarm sounds and reacting based on the customer’s preset directives.

South Carolina Federal has been using Diebold’s alarm monitoring system for more than a decade, and Van Wart said she has been pleased with the results.

“Peace of mind is no longer a luxury, it’s a reality,” Van Wart said. “Diebold has both the knowledge and the resources to effectively monitor and manage our alarm systems at all of our 21 branches and our ATM sites, which has allowed us to feel confident in their protection,” she said.

Diebold’s proven expertise in alarm monitoring, the infrastructure the security integrator can offer its customers, was well worth the investment, Van Wart said. Diebold’s robust infrastructure includes advanced monitoring and response technology; UL- and UL-C certification and full redundancy, with an offsite backup facility; uninterrupted power supplies with full standby power generation; and multiple redundant communication paths.

Impressed by the advanced technology and infrastructure, as well as the flexible solution and response plan that Diebold develops for its customers based on their unique needs, was a selling point for South Carolina Federal.

“We created detailed, customized instructions for exactly how we wanted Diebold to respond to alarms at our branches,” Cole said. “We have been impressed with Diebold’s rapid response times, as well as the reduction of false alarms. We used to have as many as 12 alarms per night, but we’ve substantially decreased them.



Diebold recommended options for reducing false alarm costs when South Carolina Federal revised instructions for response 18 months ago. That also was unique, in Van Wart's opinion.

"Diebold provided recommendations for our written instructions, which has proven to be a great benefit to us," Van Wart said. "Their service is completely reliable, and they have been very responsive to our demands."

South Carolina Federal also takes advantage of Diebold's online administration features with Revisor® Online. This service grants users 24-hour access to a Web-based program that enables them to view and administer security operations remotely. South Carolina Federal can check alarm activity, update contact information, test alarms and view reports.

"The system is extremely user-friendly and has proven to be beneficial for us."

— Janice Van Wart, risk manager,
South Carolina Federal Credit Union

"The system is extremely user-friendly and has proven to be beneficial for us," Van Wart said. "We were trained to use the system and we greatly appreciate the all-day, all-night accessibility to reports. Diebold has made our job easier."



Call on Diebold for the latest in product, service and security solutions.
Since 1859, Diebold has put the customer first.

Contact Information:
Diebold, Incorporated
5995 Mayfair Rd
North Canton, Ohio 44720

E-mail: info@diebold.com
www.diebold.com

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