NOWFORCE USE CASE: AIRPORT

Verint Airport Solutions: Security, Safety and Efficiency

Today's airports are operational 24 hours a day, 7 days a week and face a variety of risks. Officials within these environments must contend with daily challenges to protect a large facility from both internal and external threats, as well as ascertain situational awareness, mobilize an effective response and ensure business continuity.

Security teams rely on a multitude of solutions and systems to ensure comprehensive protection of the enterprise. The rising influx of information from these systems, such as video surveillance, access control, alarm notifications, guard response and more, can be overwhelming, and as a result, potentially ineffective. In many cases, siloed, manual processes are employed across these domains, leading to an inefficient and inadequate response.

PROJECT DETAILS

REGION
NORTH AMERICA

AIRLINE PASSENGERS
55M+
ANNUALLY

AIRPORT FACILITY
11,000+
ACRES

AIRPORT FREIGHT
500,000+
METRIC TONS

PROTECT WHAT MATTERS MOST

The User

One of the largest and busiest international airports in the United States.

This United States airport is one of the busiest international airports in the world. It serves more than 55 million passengers and moves approximately 500,000 metric tons of air freight annually. With more than 11,000 acres to secure, airport officials must be vigilant to protect traveler and staff safety and be on alert for threats such as potential terrorist attacks, workplace violence and cyberattacks.

The airport's incident management and response efforts were unreliable and uneven. Officials needed a better way to gain accurate situational awareness, deploy resources and secure a multitude of diverse spaces within the dynamic environment, such as security checkpoint lines, baggage drop-off areas, retailers, restaurants, aircrafts, jetways, terminals and more.

The Challenge

A lack of cohesive and accurate incident management and response across the enterprise.

In any complex, mission-critical facility such as an airport, many incidents arise that call for immediate communication with operations staff and security personnel. This airport was no exception. From minor events such as an ill or disruptive passenger to unexpected circumstances, such as a plane door failing to open on a jetway, to urgent threats, such as a malicious breach or unauthorized access of a restricted area, all required a cohesive, informed response.

The airport security team needed a user-friendly and reliable solution. Notably, they needed a solution that was independent of any technology tied to servers, because whenever an associated server went down, so did communications. Officials needed to be able to quickly and efficiently communicate needs and information in order to dispatch the appropriate resources for each unique situation. They needed an accessible and easy way to document and log incidents both for compliance and investigation.

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The Solution

A sophisticated, computer-aided dispatch and response technology synced with central command across the enterprise.

NowForce, Verint's advanced dispatch and response solution, fuses critical data to provide immediately provides comprehensive situational awareness. The system allows dispatchers, responders and 3rd party resources to share insights in real time for better understanding and faster response to potential threats and active incidents.

Utilizing live and historical event data, coupled with GIS maps, responder positions, reporter inputs, and other external source information, security teams can dispatch the closest, best equipped and most appropriate personnel. Data is continuously collected, processed, and analyzed, providing security teams with the critical information they need to tackle the most complex situations. Users can document and manage incidents directly on a dedicated dashboard.

The Outcome

Optimized and unified situational awareness, incident management and response.

By no longer relying on radio communications and systems that would fail when servers went down, airport security can now efficiently and effectively respond to incidents in real time. The convenient, reliable and intuitive mobile app allowed users to send and access rich data such as video, photos, and specific documentation for each situation. The command center can communicate with select personnel and share relevant data, minimizing information overload across the organization.

With NowForce, the airport security team can easily identify and address risks in a timely fashion, resolve incidents and improve business continuity while protecting people, property and assets. The NowForce solution can connect into existing systems, including CAD, CRM, C4I and RMS systems.
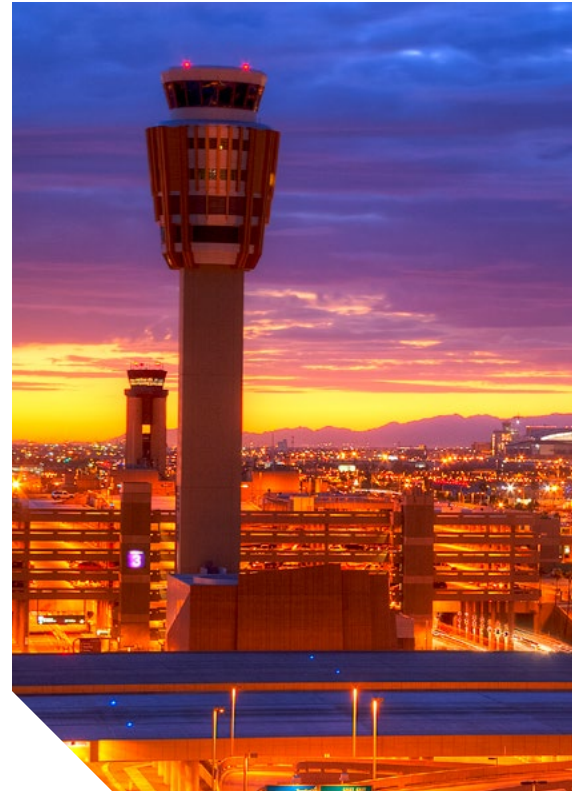
NowForce is easy to use, and the virtual training option helps increase adoption rates and improve retention and productivity. Most installations can have the solution implemented and the team fully operational in as little as three days.

PROTECT WHAT MATTERS MOST

The Verint Advantage

Create a direct lifeline to your control center across the enterprise with interactive, collaborative communications and rapid, accurate response to every situation.

Airport environments function like a city within a city, featuring a landscape with a variety of assets and facilities, a wide range of stakeholders, and numerous personnel, passengers and freight. Incidents and threats can arise with little to no warning, and immediate and appropriate action is imperative to ensure safety. Verint's sophisticated, intelligent technologies enable airport security officials to prioritize passenger and employee safety and help improve the overall traveler experience.

The Verint portfolio is built on an open architecture that integrates easily with existing systems and software. Clients can optimize existing tools while improving performance and streamlining security operations. Our solutions combine video management, situational awareness, facial recognition, emergency response and incident management to provide Actionable Intelligence to keep an airport environment safe, secure and operational.

Learn how Verint can help maximize your security operation.

Contact us by email at **InsideSales.SIS@verint.com** or call **866-639-8482**.

*Source: United States Department of Transportation's Bureau of Transportation Statistics https://www.bts.dot.gov/newsroom/2018-traffic-data-us-airlines-and-foreign-airlines-us-flights

Contact Us + **https://cis.verint.com** + **InsideSales.SIS@verint.com** + **T. 866-639-8482**

VERINT

VERINT SITUATIONAL INTELLIGENCE SOLUTIONS

Verint Situational Intelligence Solutions, part of the Verint Cyber Intelligence Solutions™ business unit, provides Actionable Intelligence to protect what matters most: people, property and mission critical processes. Our solutions combine video management, situational awareness, facial recognition, emergency response and incident management to deliver real-time, actionable insight necessary to identify potential threats and rapidly respond to active incidents. We serve over 1,500 customers globally across all industry sectors, including transportation, critical infrastructure, safe city initiatives and healthcare. Built on an open architecture, our portfolio of solutions integrate easily with existing systems and software, helping you optimize your existing tools while improving performance and streamlining your security operations.

ABOUT VERINT SYSTEMS INC.

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries count on intelligence from Verint solutions to make more informed, effective and timely decisions. Use of these products or certain features may be subject to applicable legal regulation. The user should familiarize itself with any applicable restrictions before use. These products are intended only for lawful uses by legally authorized users. Not all features may be available in all jurisdictions.