

Contact Center Banco Santander



BOSCH

Invented for life

Industry:

Banking

End User:

Contact Center Santander

Opened in June 2009 by the Mexican President Felipe Calderón Hinojosa, the new Contact Center of the Santander Group is located in the center of Querétaro. This new construction is a milestone of modern architecture and stands for the innovative force of the Santander Group in Mexico. The building's interior design is as avant-garde as its exterior design. With 90,000 m², the building contains enough room for more than 3000 people in a secure, functional and ergonomic ambiance.

Business Objective:

The Contact Center controls all operations for Central and South America. It accomplishes an important function regarding customer care strategy and business generation. As a result, all the security aspects were taken into account with high priority. This is reflected in the access control, fire detection and CCTV equipments.

Solution:

The conceptual idea and the security system design were task of the division Prevention and Corporate Security of Santander Corporation, together with ISC Group as a consultant. A careful risk analysis and a detailed evaluation of the technology available in Mexico was considered as being necessary during the project's development.

For the CCTV system, more than 350 fixed and mobile cameras were installed. A matrix system in satellite configuration was implemented in order to provide high flexibility. Among the most important criteria regarding video surveillance systems was the need of proving the highest reliability, quality and maintenance simplicity. This objective is reflected in the installation of motion cameras like the modular Autodome G4, which simplifies the maintenance and eventual component changes. Additional requirements during the process were the following: automatic tracking (autotrack), optic zoom with higher reach or communication via network (IP). The image storage was solved with 16 DiBos 8 recording units that provide recording via IP and at the same time simplify the system management through online remote monitoring stations.

Considering the excellent performance of the cameras, which are based on day/night technology, it became possible to cover critical points that involve extreme contrast conditions.



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Regarding the integral surveillance system, it is important to mention that the central matrix system conforms with the LTC8800 and LTC8600 series and has direct communication with the access control system. As a result, the system reacts immediately in case of an alarm and provides instantaneous feedback from the point in conflict.

Result:

In conclusion, the Contact Center Santander possesses a platform based on avant-garde technology that is designed to face all different kind of technological and operative changes in the future. The provided solution protects people, the property and even the investment made in technology, while it contributes to control the maintenance and the operative costs.

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