The Client:

Bank of America (Formerly MBNA Financial Services) Unified Global Access Control & Intrusion Detection System

Headquartered in Wilmington, Delaware, Bank of America (MBNA) is the world's largest independent credit card issuer and the leader in the affinity marketplace. The company has operations throughout the United States and in Canada, Ireland, Spain, the United Kingdom, China and Mexico. In addition to consumer and business credit cards, MBNA offers loan products such as home equity financing, insurance premium financing, and professional practice financing. MBNA is traded on the New York Stock Exchange.

MBNA grew very rapidly over the past ten years, transitioning from a small regional credit card issuer to a leading international financial services company that services millions of Customers worldwide. MBNA needed to work with a security partner who's solution could start out in one location and unify its security systems into a single global platform in phases. The company needed to choose the right solution partner due to the fact that their organization was so globally disperse and also the secure nature of their business. The system needed many customization points as well as the ability to manage all remote offices from MBNA headquarters in Deleware. Complete system redundancy, failover and multi-server capabilities were necessary. Traditional access control systems did not provide this type of functionality, high-security capability or enterprise scalability.

Monitor Dynamics provides software, hardware, training and systems support to MBNA's global enterprise, consisting of over 46 sites across the globe that support millions of customers worldwide. These sites include locations in the United States, Canada, United Kingdom, Spain and Ireland. MBNA has centralized the command and control of their disparate security operations into one location using the SAFEnet Unified Security Platform and SAFEnet Intelligent Digital Controller (IDC) hardware. The system has been in operation for several years and is being supported by MonDyn technical support and training. Training has been provided to both the installing dealer and the end users of the system by MonDyn on a consistent basis to maintain user adoption of the system.

MonDyn software solutions provide the essential expertise necessary to plan, implement and integrate access control, alarm management, video and system operations into an open and data-driven platform. The worldwide security monitoring and centralized control is accomplished from the Delaware location with a security team of three people - utilizing the MonDyn technology platform.

When a new MBNA location is added to the current configuration, the process is turn-key due to the open architecture design of the platform.