

Case study



AI-powered video security helps bank cut incident response times by 50%

Avigilon Unity & Bank Mandiri case study



Bank Mandiri is one of the largest and most prominent banks in Indonesia, servicing over 20 million customers. The organization also has a global network to complement its domestic presence, with over 2,200 locations.

With a vast operation and evolving threats, the bank is committed to enhancing its facilities and strengthening security to help protect staff, customers and assets, and thus sought a security solution to help overcome the security challenges at its digital tower.

Customer profile

Bank Mandiri, Indonesia

Industry

Banking

Solutions



Avigilon Unity Video VMS



Avigilon dome cameras

Avigilon bullet cameras

Avigilon fisheye cameras

Avigilon PTZ cameras



AI-powered video analytics

Benefits

- Avigilon's AI-powered cameras alert security teams to potential threats, enabling them to respond faster to events.
- The Unity Video VMS enables operators to quickly retrieve relevant footage to understand what happened during an incident.
- The Unity solution offers flexible scalability and is built on a cybersecure platform that helps comply with global regulations and standards.



Challenges

Inefficient security operations

Bank Mandiri required a scalable video solution that would help the organization's security teams enhance operational efficiency and support investigations. This is particularly important at its digital tower, where suspicious activity, crowd formations and abandoned objects must be addressed quickly.

Without a solution capable of improving security efficiency and capturing fine details, staff would have a much harder job – likely leading to missed critical events and delayed incident response times. Furthermore, poor video footage quality would hamper post-incident investigations.

Incident investigations

During incidents, Bank Mandiri's security teams must gather necessary information from their video management system (VMS) without delay. Quick, easy access to live and recorded video is crucial.

If the security teams didn't have a VMS that provided quick footage retrieval, they would be hampered in their ability to respond to threats quickly and investigate events thoroughly.

Cybersecurity threats

To help prevent hacking and unauthorized access, Bank Mandiri knew its new video security solution must provide end-to-end video encryption and comply with modern cybersecurity standards. Without this, leadership and the IT and security teams understood there would be a heightened vulnerability to security breaches.





Solutions

Avigilon Unity

After a comprehensive evaluation of providers, Bank Mandiri selected the Avigilon Unity on-premise video security suite from Motorola Solutions. The solution ranked high for performance, durability, after-sales support and user-friendliness.

Unity is a fully integrated and scalable physical security suite that includes cameras, a VMS, AI video analytics, video infrastructure, access control and more.

At its digital tower, Bank Mandiri implemented the following technologies:

- Avigilon Unity Video VMS
- 500+ dome, bullet, fisheye and PTZ cameras
- AI-powered video analytics

“ Avigilon’s AI technology delivers strong performance and significant benefits, making it a worthwhile investment.

Agus Triwianto,
Technology Security Manager
at Bank Mandiri





Benefits

AI-powered security operations

The bank's security operations in its digital tower have been transformed with Avigilon's AI-powered cameras.

Now, Bank Mandiri's security teams are quickly alerted to potential threats, with the help of AI video analytic capabilities, such as Unusual Activity Detection and face watch lists. This enables security teams to respond to events faster and help maintain safety by removing the threat.

This proactive, AI-powered approach has helped cut incident response times by 50%, significantly enhancing the security teams' operational efficiency and incident management compared to previous performance levels.

Faster video search

With the Unity Video VMS, Bank Mandiri's security teams have a powerful solution at their fingertips. Should a threat arise or an incident occur, operators can easily navigate the VMS's interface to quickly retrieve relevant video footage and see what happened.

This faster search process, further expedited with the Avigilon Appearance Search feature, enables the digital tower security team to inform responses during an incident and thoroughly investigate events.

The high-resolution video from the Avigilon cameras also enhances the security teams' investigatory capabilities. The clear video enables operators to capture fine details, helping ensure that nothing is missed.

A scalable, cybersecure solution

A video security solution that could easily scale as its operations grew was a crucial requirement for Bank Mandiri. The Unity Video VMS offers flexible scalability, allowing new cameras to be integrated into the solution without disrupting normal operations or systems.

Furthermore, the Unity Video solution is built on a cybersecure platform that incorporates best practices and can help meet global regulations and standards, including FIPS compliance. This strengthens the bank's digital security posture.



Conclusion

Since implementing Avigilon Unity, Bank Mandiri has enhanced its security operations, addressing critical challenges with a proactive approach. The AI-powered Unity Video solution has not only helped improve incident response times by 50% at its digital tower but also provided the bank with greater situational awareness and a scalable, cybersecure solution.

This transformation underscores Bank Mandiri's commitment to protecting its staff, customers and assets, helping create a more secure environment for its expansive operations today and into the future.

“ By using Avigilon Unity Video, incident response times have improved by 50%, significantly enhancing our operational efficiency and incident management compared to previous performance levels.

Agus Triwianto, Technology Security Manager at Bank Mandiri



To learn more, visit: www.avigilon.com



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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