

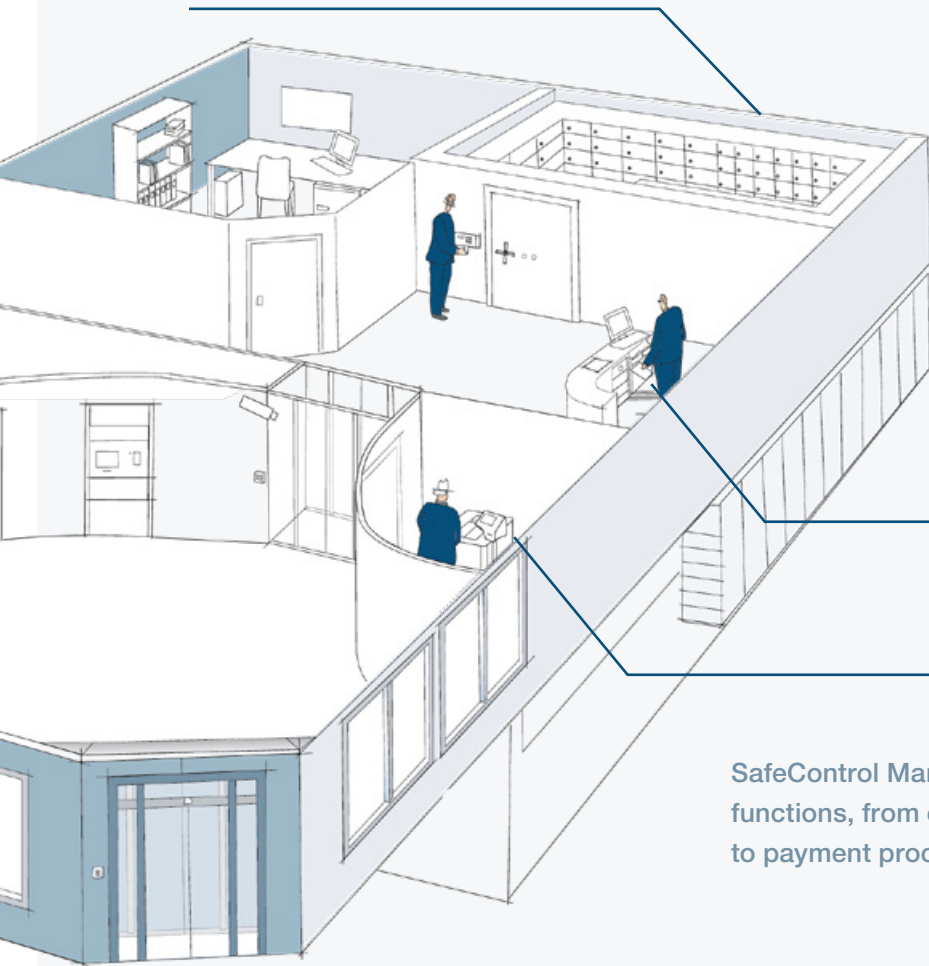
# SafeControl Manager

Efficient management and intelligent control of safe deposit locker systems and electronic high-security locks

# Efficient management and intelligent control of safe deposit locker systems and electronic high security locks

Gunnebo SafeControl Manager is a central, browser-based software portal that allows you to control and manage your entire network of Gunnebo and non-Gunnebo safe deposit locker systems. The system is based on a completely revamped and modern software architecture, runs on all major web browsers and gives a real-time overview of the status of all lockers and electronic high-security locks – no matter where in the world they are located.

SafeControl Manager connects all SafeStore units to provide a complete overview of the current status in all branches.



## The main innovations

1. Completely revised software architecture compared to previous SafeControl systems
2. Support for the latest user authentication processes, such as the use of one-time passwords (OTP)
3. Browser-based user interface that runs on all major web browsers
4. Improved and individually customisable rights control with remote confirmation according to the 4-eyes principle
5. Uniform platform for fully automated, electronic-mechanical locker systems as well as electronic high-security locks
6. API interface for connecting own customer apps
7. Successfully completed security tests, certified by ATRUVIA and S-CONSIT
8. Simple upgrade option for already existing SafeControl systems

Staff use SafeControl Manager to reduce administration and efficiently manage leases and payment details from any PC.

Customers can access their lockers automatically with SafeStore Auto. SafeControl Manager monitors access, keeps a history of events and stores all process data.

SafeControl Manager performs a wide range of functions, from event logging and service diagnostics to payment processing and contract management.

# State-of-the-art safe deposit locker system administration: operating convenience and security with the latest technology

## Advanced hardware control

While previous Gunnebo SafeControl systems such as SafeControl Store already supported many different safe deposit locker systems, including the Gunnebo solutions SafeStore Auto Mini, Midi and Maxi, the electronically controlled mechanical Gunnebo deposit box systems SafeStore 2000C and 3000F as well as older Gunnebo systems and systems from other suppliers such as AVM, DM5, ASA, Elan Controller and Keba SC, SafeControl Manager now also supports Secure Safe systems.

In addition, electronic high-security locks such as Gunnebo KeiNet-DS can also be managed with SafeControl Manager and operated efficiently as a distributed system.

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**With SafeControl Manager, all types of safe deposit locker systems can be interconnected – not only the fully automated Gunnebo rental locker system SafeStore Auto, but also conventional electronic locker systems as well as electronic high-security locks.**

## Support for state-of-the-art user authentication systems

SafeControl Manager supports state-of-the-art user authentication systems, such as the Gunnebo SafeT access control units with card reader for crypto memory cards, touchpad for PIN code entry and biometric fingerprint or vein scanner, including ID match and optional video recording, which is a series of photographs taken from the user at the terminal. In addition, SafeControl Manager now also supports two-factor authentication (2FA), which is possible via the use of one-time passwords (OTP) via smartphones. This also works when the smartphone is not online or flight mode is activated.

## State-of-the-art software functionalities

SafeControl Manager now offers an improved signature capture functionality using JavaScript, which allows the system to run on all popular browsers such as MS Edge, Google Chrome, FireFox, MS Internet Explorer 11, Apple Safari, etc., providing much more flexibility, and enabling better performance.

As a further, new software functionality, SafeControl Manager offers SafeControl Connect, an API interface for external applications, such as the connection of own customer apps.



### Flexible integration into database systems

SafeControl Manager provides a single, non-redundant database of all client data. The system also has a central archive, an audit trail and a backup function.

While in previous versions the database implementation was also limited, SafeControl Manager now uses Firebird as a database by default, while the application also supports Oracle and Microsoft SQL solutions. In terms of web server deployment, SafeControl Manager has an integrated standalone web server as standard, supporting IIS, and Apache environments.



### Administration processes

SafeControl Manager supports many management processes, such as billing, customer card overview, customer overview, deposit box reservation, operating time control and a Google Maps functionality as a geographical overview in the unit overview.

The ability to generate reports at all levels – by branch, region, national or international – gives administrators the relevant information quickly and headquarters not only the insight they need into their entire rental compartment portfolio, but also a comparison of performance between branches.

SafeControl Manager provides real-time information on many areas, from status reports and statistics to usage patterns, financial data and ROI calculations. The system also ensures that standardised data is collected from all SafeStore installations in a way that is suitable for internal auditing processes.



### IT security

In terms of IT security, SafeControl Manager offers many new features, such as the monitoring of direct manipulation events, the so-called Detect Mode, a feature that detects deposit box manipulation. Here, the system checks whether certain events (e.g. more than two compartment requests) occur in a certain validity period (e.g. from 10 p.m. to 6 a.m.) in a certain time window (e.g. 2 hours). The system is put out of operation and an alarm is triggered when such a combination of events occurs.

SafeControl Manager has successfully passed various security tests and is, among other things, approved by ATRUVIA, the central IT institution of the cooperative financial group for “Volksbanken” and “Raiffeisenbanken” for installation in the agree21 environment, and fulfils the requirements of the IDW PS 880 auditing standard of S-CONSIT, the consulting firm for operational and IT auditing of the savings banks (Sparkassen).

In addition, SafeControl Manager fulfils both the minimum requirements for risk management in German banks (MaRisk) and the Banking Supervisory Requirements for Information Technology (BAIT).



## Secure rights management

SafeControl Manager offers a completely revised rights management with remote confirmation according to the 4-eyes principle, and thus the currently highest possible security level to prevent unauthorised access to user data. Time savings in administration are provided by the central user administration, which allows authorised employees to quickly define user and group rights and to easily remove users from the system who are no longer required.

Rechte	alleinstellen	lesen	bestätigen	bestätigen	bestätigen	Ausgaben	Importieren	Importieren	bestätigen	Importieren
Benutzerlisten (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Benutzerlisten (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Erstellung von der Anweisung	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Verwaltung von Benutzerlisten (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Benutzerlisten einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
DB-Benutzerlisten (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Verträge einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Fachwissen durchsuchen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Formulare einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Verträge einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Fachwissen einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Speise für Zustände einsehen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Zustände für Post anzeigen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Zustände für Kunden anzeigen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓
Auftragsmanagement für Kunden anzeigen (Dienstleister)	✓	✓	✓	✓	✓	...	✓	✓	✓	✓

A completely revised rights management now enables remote confirmation according to the 4-eyes principle and thus offers the currently highest possible security level to prevent unauthorised access to user data.



## Standardised form templates

Centrally created templates for tenancy agreements, terms and conditions and other relevant documents are available to staff in the branches, making user administration much easier.

As all templates are stored centrally, the head office has complete control over the content and ensures the standardisation of all processes. This avoids the costly administration of multiple and different systems, all using different types of forms.



## Smooth payment processing

With SafeControl Manager, fee models for deposit box rental can be set centrally so that branches or individual employees cannot influence the pricing strategy at local level. This allows the head office to react quickly if pricing needs to be changed. The fee model is fully customisable and can be tailored to different customer segments, such as business or private customers. In addition, the standardised and centralised billing through SafeControl Manager reduces administrative costs.



## Optional monitoring functions

SafeControl Manager ensures that SafeStore systems provide the highest level of availability through predefined, automated troubleshooting workflows. The programme's optional monitoring functions guarantee that operations are maintained and ensure uninterrupted data flow and more efficient back-office processing.

An Event Monitoring Centre detects problems and immediately routes them to the right troubleshooting team. Depending on the nature of the problem, either a team is dispatched to fix the problem on site or the deposit box system is serviced remotely, minimising interruptions. Once the problem is fixed, the status of the facility is automatically updated and the Monitoring Centre sees that the fault has been fixed.

## The connection to data centres: Simple and secure

SafeControl Manager offers a connection to various data centre applications, such as OSPlus. A backup service, in which the entire data stock is backed up, is part of every installation. The programme release is carried out according to MaRisk standards. The software was certified by S-CONSIT GmbH according to IDW PS 880.

### Simple and secure integration into the FI environment

SafeControl Manager can be easily integrated into the environment of the central banking software of Finanz Informatik and does not require any special extras, such as the installation of special drivers or add-ons (Java, .Net, etc.). The basic installation can be carried out via FI packages and thus enables reliable patch management, the transmission of up-to-date virus signatures and thus an increase in data security. SafeControl Manager meets the requirements of the auditing standard IDW PS 880, which has been independently certified.

In addition, SafeControl Manager fulfils both the minimum requirements for risk management in German Banks (MaRisk) and the Banking Supervisory Requirements for Information Technology (BAIT).

### Use as an institute solution

SafeControl Manager offers the ideal prerequisite for use as a uniform institutional solution:

- All data are stored in the server database and are available to the overall system
- Simple search across systems
- Encryption of all security-relevant data
- Maximum availability through replication server

## Complete connection to OSPlus via the web services of the Dynamic Interface of Finanz Informatik

Especially for users of an OSPlus system, such as those used in the savings bank (Sparkasse) environment, SafeControl Manager is an optimal solution that has many advantages with the complete connection to OSPlus via the Dynamic Interface (DynS) web services.

### Bidirectional communication and synchronisation via DynS

- Reading and writing
- Product-ID: 20080331110958801442
- Synchronisation can be automated and guarantees absolute data integrity

### Extension of the range of functions

SafeControl Manager offers a number of extensions to the range of functions in OSPlus with product evaluations, transmission of customer messages, requests from customers to employees, communication on individual offers.

- Contract printing directly from OSPlus (publisher's own documents)
- Avoidance of duplicate customer data maintenance
- Very fast contract creation
- Automatic operator management and operator verification through OSPlus authorisation levels



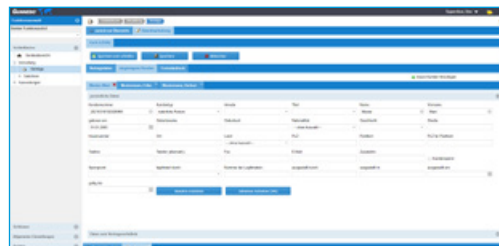
## SafeControl Manager in use: Simple and secure administration of safe deposit locker systems and electronic locks

With SafeControl Manager, administrators not only have access to a wealth of information, such as detailed customer data or an overview of all rental agreements, but also manage essential routines such as billing processes, locker reservations, operating time control and much more. The ability to generate reports at all levels – by branch, region, national or international – provides administrators with the relevant information quickly and headquarters with not only the insight they need into their entire rental locker portfolio, but also a comparison of performance between individual branches.

## SafeControl Manager in use: Simple and secure administration of safe deposit locker systems and electronic locks

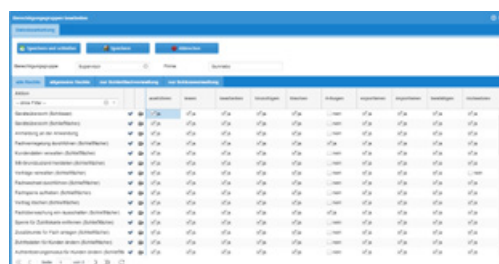
### Management of customer data and rental contracts

Employees manage customers and rental agreements in SafeControl Manager. Rental compartments can be assigned to multiple users and passed on to heirs.



### Authorisations

The central user administration allows authorised staff to quickly set user and user group rights and easily remove users who are no longer needed from the system. Staff can also block compartments, e.g. in the event of a late payment.



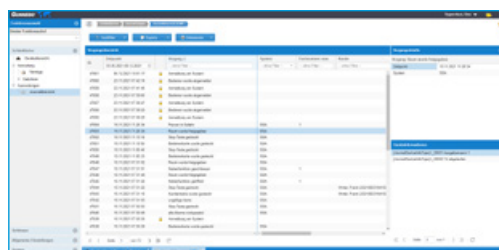
### Optional photo recording

For additional security, a camera is attached to the terminal that takes photos of the user when he or she operates the terminal at the deposit box system. An automatic, GDPR-compliant deletion of the recordings takes place after a selectable period of time. Customer specific solutions are possible here, as well.



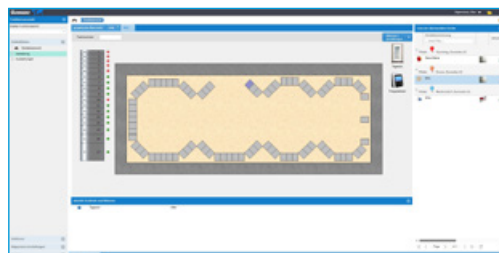
### Journal overview

In the journal overview, activity logs can be printed for several or individual units. Useful statistics can be created from the collected data.



### Overview of individual deposit boxes

All connected systems can be monitored centrally, allowing quick and easy access to all information on customers and efficient management of all deposit boxes per facility.





# SafeControl Manager: Secure and state-of-the-art administration of high security locks

With SafeControl Manager, not only can all types of deposit box systems be interconnected, but also electronic high-security locks, such as KelNet-DS, the world's first electronic high-security lock that has received the highest possible security certificate for data communication and is able to outsource the authorisation check process to central software, such as SafeControl Manager. With this solution, the lock itself does not need to store any information about users, PIN codes or possible opening hours.



## User authentication

In terms of managing high security electronic locks, such as Gunnebo KelNet-DS, SafeControl Manager enables a biometric connection for use on day safes.

## Software functionality

In terms of software functionality, SafeControl Manager now also offers greater flexibility and performance, as the system runs on all common browsers with Java Script support, such as MS Edge, Google Chrome, FireFox, MS IE11, Apple Safari, and others. SafeControl Manager also offers advantages in database use: The system uses Firebird as database standard, whereby Oracle and Microsoft SQL databases are also supported.

## Rights management

As with the management of rental lockers, SafeControl Manager also offers a completely revised rights control with remote confirmation according to the 4-eyes principle, as well as the provision of a one-time code (OTC) via an online certificate for the management of electronic high-security locks.

## State-of-the-art castle administration

SafeControl Manager can be used as a group concept for lock users and offers status monitoring of locks, a user change at the lock as well as time-variable one-time code lists (OTC) for lock use for a longer period of time. In addition, SafeControl Manager also offers Google Maps functionality and operating time control when used with a lock administration.

# Licence models and software packages:

## The right solution according to requirements profile and area of application

Gunnebo SafeControl Manager is currently available in the following 3 licence models: as a **Basic licence** for mechanical locker systems, as a **Standard licence** and as a **Comfort licence** for automated and electronic SafeStore rental locker systems – each with different performance features.

**Basic licence.** For mechanical locker systems.

**P-code:** P000026412

Included features	Description of features
Base licence "Basic"	Base licence only for the administration of mechanical locker systems, incl. 5 simultaneous accesses, configuration, centralisation.
Service, configuration, and production (also for other facilities in the same branch)	Configuration and creation of the database of a safe deposit locker system.

**Standard licence.** For fully automated or electronic locker systems.

**P-code:** P000026413

Included features	Description of features
Base licence "Standard"	Base licence, incl. 5 simultaneous accesses, without administration, self-service and configuration.
Extension contract management	Extension for licence.
Extension for remote confirmation of the distribution of rights in the 4-eyes principle, incl. email dispatch for notification	Enables administrators to confirm or reset changes to the distribution of rights at any other workstation using the dual control principle. In addition, an e-mail is sent as information to all available administrators.
Service, configuration and production (also for other facilities in the same branch)	Configuration and creation of the database of a safe deposit locker system.

**Comfort licence.** For fully automated or electronic locker systems.

**P-code:** P000026414

Included features	Description of features
Base licence "Comfort"	Base licence, incl. 5 simultaneous accesses, administration and self-service, without configuration.
Extension contract management	Extension for licence.
Service, configuration and production (also for other facilities in the same branch)	Configuration and creation of the database of a safe deposit locker system.
Extension for remote confirmation in the 4-eyes principle, incl. e-mail dispatch for notification	Enables administrators to confirm or reset changes to the distribution of rights at any other workstation using the dual control principle. In addition, an e-mail is sent as information to all available administrators.

# SafeControl Manager software extension packages

SafeControl Manager is available in various software add-on packages designed for specific areas of application: As a **Management Plus** package for signature capture, push messages and night safe function, as an **Institute Plus** package, the institution solution for banks and financial institutions and as a **Security Plus** package with state-of-the-art security features in user authentication.

**Management Plus.** Extension package.

P-code: P000026415

Included features	Description of features
Extension of fee accounting	Extension per system.
Extension signature capture	Extension per system.
Extension Push message about system status to external systems	Extension for sending push messages about the current system status to an external system (per system).
Extension of the notification system	Extension by a notification system for warnings, errors or alarms (per system).
Extension night safe function	Extension per system.

**Institute Plus.** Extension package.

P-code: P000026416

Included features	Description of features
Extension to centralise the extensions	Licence is required for centralised systems from the second system onwards.
Extension replication server	Extension with replication, server, incl. 1 client licence.
Extension replication client	Extension to include replication, client, from the 2nd system. Prerequisite is Extension replication server.
Extension Host Interface Server (HIS)	Extension to include the connection to the dynamic interface of FI, server, incl. 1 client licence.
Extension Host Interface Client	Extension to include the connection to the dynamic interface of FI, client, from the 2nd prerequisite is Host Interface Server.
Extension Host Interface Login	Extension to include connection to the dynamic interface of FI, operator matching and registration (per system). Prerequisite is Host Interface Server and Client.
Extension Host Interface Client, Administration only	Extension to include connection to the dynamic interface of FI, client, administration only, from the 2nd system (per system). Prerequisite is Host Interface Server.
Extension Host Interface Login, Administration only	Extension to include connection to the dynamic interface of FI, operator matching and login, administration only (per system). Prerequisite is Host Interface Server and Client.

**Security Plus.** Extension package.

P-code: P000026417

Included features	Description of features
Extension Biometrics	Extension with biometrics for access control (per system).
Extension Video recording	Service extension per system.
Expansion of 2-factor authentication (2FA) via OTC	One-time code as second factor for user authentication as 2FA extension (per system).
Extension Detect Mode	Service extension with check for suspected manipulation (per system).
Extension operating time control/overview	Licence per system – customer separation.

Further software packages for upgrading older SafeControl versions or for migration and extension are available on request.

## SafeControl Manager

Intelligent and efficient management of safe deposit locker systems and electronic high-security locks

SafeControl solutions are in use all over the world and have been tested thousands of times: Currently, more than 7,000 systems with over 13,000 licences are in use in 50 countries in 6 continents. The software portal also enables the parallel operation of more than 33 languages, including European standard languages such as English, German and French, but also Turkish and languages with special scripts such as Chinese, Arabic and Cyrillic.



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