

# National Bank Of Uzbekistan Implements An Ambitious Situation Center For Management Of Key Banking Processes

Supporting the National Bank's core functions: security, stability, and service delivery

The National Bank for Foreign Economic Activity of the Republic of Uzbekistan (NBU) is one of the largest financial institutions in the country.



## Project

To ensure effective monitoring and management of key processes across multiple departments, National Bank set out to implement a high-performance, centralized situation center.

## Project Goal

At the core of the project was the creation of a unified situation center, bringing together monitoring and control across four bank departments:

- Information Security Department
- Information Technology Department
- Service Development Department
- Risk Management Department

## Background

As NBU's operations grew in scale and complexity, the bank required a modern centralized environment capable of bringing together data streams from multiple departments into a real-time view.

Key requirements included:

### **24/7 SECURITY & IT MONITORING**

Continuous oversight of cybersecurity threats, IT infrastructure performance, servers, networks, and critical banking applications.

### **SERVICE QUALITY CONTROL**

Live gathering and analysis of data across all service channels – branches, online platforms, and contact centers. Live data gathering and analysis across key service systems and customer interaction channels.

### **RISK MANAGEMENT & ANALYTICS**

Live access to current and forecasted financial risk data, portfolio management insights, and market trend analysis.

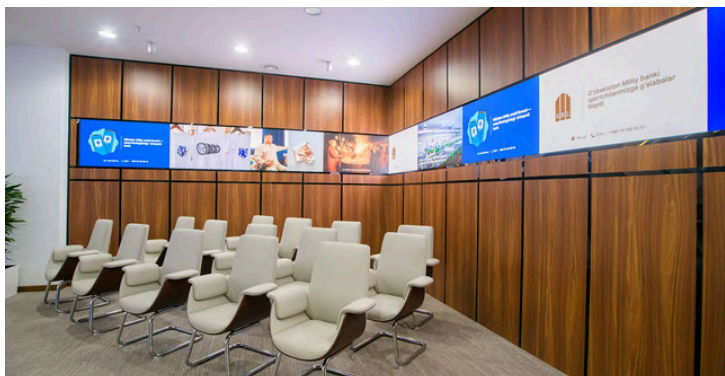


## Solution

To meet these requirements, a three-zone situation center was designed and deployed, consisting of an entry zone, a main situation center hall, and a decision-making room. Each zone is powered by Polywall video wall software and purpose-built AV infrastructure. The project was delivered by Polymedia Uzbekistan, part of the international Polymedia group and a leading AV and IT systems integrator.

### Entry Zone

The entry zone was designed to welcome visitors and showcase key bank performance indicators. A non-standard LED display (Absen A2719Plus, 5760×360 resolution, P1.9 pixel pitch) was installed to create a prestigious, high-impact reception environment.



### Situation Center Hall

The main hall serves as the operational core of the entire infrastructure. The centerpiece is a radial LED screen with a 3° curvature for ergonomic viewing from multiple positions across the room.

Content management is delivered through a Polywall video wall software with Matrox cards. A Cisco-based video conferencing terminal supports four Lumens auto-tracking cameras that automatically follow the active speaker, triggered by the Televic conference microphone system. The audio system is built on Dante/AVB protocols using Biamp equipment. Each operator workstation features dual monitors, Lenovo workstations, and KVM switching, allowing operators to control any workstation from any seat.





## Decision Making Room

The Decision Making Room features an Absen HC II 0.9 Pro LED screen, also managed by Polywall video wall software platform. A V-shaped table integrates an embedded computer and tablet for event management. Three Lumens PTZ cameras provide automatic speaker tracking via the Televic conference system. Biamp powers the audio and acoustic masking systems. Each seat is equipped with Arthur Holm motorized displays and Televic retractable microphone panels. Wireless presentation and BYOD collaboration is enabled via a Wyrestorm system. The entire room – audio, video, and conferencing – is integrated into a centralized Extron control system.

The system's network-based architecture enables easy scalability, flexible reconfiguration, and future upgrades as operational needs evolve. KVM switching allows every operator workstation to be reconfigured for different tasks on demand.

## Technical Characteristics

### Entry Area:

- Absen A2719Plus LED screen, 5760×360, P1.9 pixel pitch

### Situation Center Hall:

- Absen HC1.2 PRO II radial LED screen, 16.8×2.36 m, P1.25, 13440×1890 px
- Polywall video wall management software with Matrox cards
- Cisco video conferencing terminal
- 4 × Lumens auto-tracking cameras
- Televic conference microphone system
- Biamp audio system (Dante/AVB)
- Lenovo operator workstations with dual monitors
- KVM switching system

### Decision Making Room:

- Absen HC II 0.9 Pro LED screen, 4.8×1.35 m, P0.9, 5120×1440 px
- Polywall video wall management software
- 3 × Lumens PTZ auto-tracking cameras
- Televic conference and retractable microphone system



- Arthur Holm motorized displays per seat
- Biamp audio and acoustic masking system
- Wyrestorm BYOD wireless presentation system
- Extron centralized control system

## Results

The completed Situation Center has fundamentally transformed NBU's operational capabilities, providing a unified command environment across four departments.

Key outcomes:

- **24/7 information security monitoring:** Continuous tracking and proactive response to cyber threats and incidents.
- **Operational IT oversight:** Real-time visibility into server, network, and banking application performance.
- **Enhanced service quality control:** Live data gathering and analysis across key service systems and customer interaction channels.

- **Risk Management Intelligence:** Analytical access to current and potential financial risks with market forecasting.
- **Scalable Architecture:** The network-based design ensures the system can evolve and expand alongside the bank's growing needs.

Powered by Polywall video wall software for control rooms, NBU's Situation Center now stands as a modern, integrated command hub, unifying four departments under one roof and equipping the bank with the tools for confident, data-driven operations.