

LOCATION

Torrance, CA

OVERVIEW

Honda Federal Credit Union tellers have to access more than 30 password-protected network- and Web-based applications in branches located in Alabama, California, Indiana, Ohio and South Carolina.

NEEDS

Tellers had too many applications and passwords to remember and manage securely.

Honda FCU turned to DigitalPersona to:

- Increase security
- Reduce IT costs
- Increase productivity
- Improve customer service

DIGITALPERSONA PRODUCTS

DigitalPersona® Pro

"We chose a fingerprint identity solution over smart cards because it is hard to forget to bring your finger to work."

*Bill D'Camp
IT Manager*

Security and Customer Service Challenges

Honda Federal Credit Union employees access over 30 applications during a shift, making it nearly impossible to remember all of the complex passwords associated to each application. Many tellers wrote down passwords on Post-It® notes and hid them under keyboards or in desk drawers. Others called the IT Department for every forgotten password, resulting in over 20 calls a day to the help desk just for password resets.

Customer service was also impacted. Lines of frustrated members grew whenever tellers forgot a password. Honda FCU realized that it needed to give employees a way to quickly and reliably access applications without putting confidential member data at risk.

DigitalPersona Fingerprint Identity Solution

Honda FCU evaluated several security products, including smart cards. It chose fingerprints because biometrics offered them the best combination of security and simplicity. Honda FCU selected DigitalPersona Pro because of its centralized administration for IT and ease of use for tellers.

DigitalPersona Pro software allows Honda FCU employees quick, convenient access to applications without the burden of remembering passwords. With DigitalPersona's fingerprint identity solution, **Honda FCU knows FOR SURE** who accessed which application and member data. This knowledge strengthens their network security and assists with compliance regulations.

Benefits

- **Increased Security** - Passwords are no longer written down. Only authorized users can access applications and member data.
- **Reduced IT Costs** - Password reset calls have been eliminated.
- **Increased Productivity** - Tellers are no longer locked out of applications waiting for IT to reset their passwords.
- **Improved Customer Service** - Member waiting time is reduced as tellers can access applications faster.

The Results

Honda FCU employees now access their multitude of applications with a simple touch of their finger, eliminating password burdens for tellers and password resets by the IT help desk.

"DigitalPersona's solution provides us with security and accountability, while giving our employees the convenience of not remembering passwords," said D'Camp.

About DigitalPersona

DigitalPersona is the leading provider of fingerprint identity solutions for enterprises, custom application developers and consumers. The company offers software and hardware that protects people and businesses by enabling them to control their digital identities. For end users, DigitalPersona provides strong identity protection that's uniquely easy to use; the company's business solutions help organizations address growing security, compliance and loss prevention demands. DigitalPersona's award-winning technology has been used worldwide by over 95 million people, and its solutions are offered by market-leading manufacturers such as Dell, HP, IBM and NCR.

