

Teachers Federal Credit Union



El Paso, TX

CREDIT UNIONS STEPPING UP TO MEET CYBERSECURITY CHALLENGES

The El Paso Area Teachers Federal Credit Union (TFCU) is a member-owned financial institution in Texas with eight branches throughout El Paso County. TFCU selected the DigitalPersona multifactor authentication solution to secure access to internal applications such as FSP, Meridian Link, ADP and UCB Desktop. By using fingerprint biometrics with DigitalPersona software, TFCU has streamlined identity confirmation and eliminated costly password resets.

THE CHALLENGE: REDUCING IT CALLS

Forgotten passwords accounted for 20-30 daily calls to the credit union's help desk. In addition to creating efficiency strain on the help desk staff, there was a loss in productivity as employees waited to gain access to their system and applications.

With the use of passwords, there was also the potential security risk that employees would write them down. To address both security and productivity issues, TFCU needed an authentication solution that eliminated the need for its employees to remember and manage passwords.

THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

TFCU considered a variety of solutions, including password vaults, but chose the DigitalPersona offering because it supports non-repudiable biometric credentials, which they deemed more secure. With this DigitalPersona solution, TFCU employees use their unique biometric credentials to clock in for their shift, log on to branch computers, and securely access all applications.

The use of fingerprint biometric credentials ensures the physical presence of the identified employee and removes the risk of shared, written-down or lost passwords. Once employees are registered in the system, they simply use their finger to log onto Windows and every other program or web-based application that they use.

NEEDS

- Secure access to applications.
- Technology that provides proof of presence.
- Reduced password reset burden on the IT staff.

HID® PRODUCTS

- DigitalPersona® authentication solution
- DigitalPersona® 4500 Fingerprint Readers

“Password-related help desk calls fell sharply from 30 per day to zero.”

Louie Villa,
Special Projects Administrator,
TFCU

BENEFITS

Secures Access

The DigitalPersona solution secures access to applications such as FSP, Meridian Link, ADP and UCB Desktop.

Eliminates Password Resets

Helpdesk staff are able to focus on critical projects instead of 20-30 daily calls for password resets.

Improves Employee Productivity and Satisfaction

Employees no longer have to remember passwords to access branch computers and applications.

THE RESULTS: CSECURE, EFFICIENT ACCESS

TFCU leaders noted a significant enhancement to their security as an immediate benefit of the DigitalPersona implementation. Biometrics provides proof of presence, ensuring that only authorized users gain access.

Employees were very receptive, especially knowing that the solution would reduce the number of system lockouts due to entering incorrect passwords. Not a single employee opted out.

“Our employees are excited about this change,” said Louie Villa, Special Projects

Administrator at TFCU. “Branch staff appreciate that they no longer have to remember multiple passwords, and our helpdesk staff are able to focus on other critical projects now that they are not dealing with constant password-related helpdesk calls.”

The DigitalPersona authentication solution has helped TFCU accomplish three important goals:

- Secure access to applications with strong multifactor authentication
- Improve productivity
- Eliminate the cost of password resets



hidglobal.com

North America: +1 512 776 9000
Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +44 1440 714 850
Asia Pacific: +852 3160 9800
Latin America: +52 55 5081 1670

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