

# Togo's Eateries



## San Jose, CA

### SECURE AND ACCURATE EMPLOYEE ATTENDANCE AND PRODUCTIVITY

Togo's is a fast casual sandwich shop with more than 250 franchisee locations on the West Coast. Prior to fingerprint biometrics, Togo's was using passwords to access their point-of-sale (POS) terminals. However, management found it challenging to track access to the cash drawer because passwords can be shared. Togo's turned to HID Global for a biometrics-based solution to eliminate passwords when accessing the POS station. The solution has allowed Togo's to easily move to single-drawer accountability - one employee, one drawer. Now when balancing the drawer at the end of a shift, there is only one person responsible, making it much easier on management.

### THE CHALLENGE: REDUCE FRAUD AND PREVENT LOSS

Passwords and swipe cards are two main credentials used in quick-serve restaurants. Because these credentials can be transferred (easily shared) amongst employees, management cannot positively track access to cash drawers, time clock functions or if the manager was really the person authorizing an override. This was the case for Togo's.

Togo's wanted to replace their password-based system with a solution that would provide secure access to POS terminals and eliminate opportunities for fraud and theft. Togo's decision makers evaluated the HID biometrics solution because fingerprints cannot be shared and their POS software was already enabled to support HID DigitalPersona fingerprint readers.

### THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

HID solutions offer the power of biometric identity verification to link transactions to individuals. Togo's is using the HID DigitalPersona fingerprint readers with biometrically-enabled POS software to secure access to their POS terminals.

Employees use the solution to log on to POS terminals, which ties each transaction to their true identity, and for time and attendance which eliminates the possibility of clocking in for each other. Managers must use their fingerprint to approve all overrides.

#### NEEDS

- Reliable system for reducing management override fraud.
- Accurate means of tracking time and attendance for all employees.
- Secure solution to allow for one employee, one drawer known as single-drawer accountability.

#### HID® PRODUCTS

- DigitalPersona® Fingerprint Readers

*“The HID biometrics solution has allowed us to easily move to singledrawer accountability at the POS.”*

Mike Pennington  
Senior Manager of  
Technology Integration  
Togo’s Eateries, LLC

**THE RESULTS: SECURE, EFFICIENT ACCESS**

Togo’s has increased security, improved accountability and reduced the potential for fraud at the POS. The security and simplicity of the HID DigitalPersona biometrics-based sign in method allowed Togo’s to easily move to single-drawer accountability.

“Our associates sign in quickly and know that no one else can access their cash drawer,” said Pennington.

Franchisees are experiencing the benefits of a biometric solution - better oversight as to who is accessing the POS terminal, and the elimination of employees clocking in for each other. The solution also ensures that the manager is present when authorizing an override. Since the HID solution has met Togo’s expectations, all future sandwich shops and POS upgrades will include biometrics.

**BENEFITS**

**Increased Security**

Only authorized employees gain access to cash drawer.

**Improved Accountability**

Managers must be present to authorize an override.

**Reduced Fraud**

Biometrics reduces instances of transaction and payroll fraud.



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