

# Crossmatch Powers a Modern Time-Keeping Solution for 18,000 Retail Employees



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**Mark Aylward**  
Systems Analyst,  
McColl's Retail Group

## United Kingdom

### McColl's Retail Group Chooses HID DigitalPersona 4500 Reader

#### The Challenge

With 1,550 locations across the United Kingdom and some 18,000 store colleagues, McColl's Retail Group wanted to move away from a time-intensive process that required Store Managers to manually enter attendance information into the McColl's Colleague Management System (CMS). McColl's needed a solution to ensure their pay practices remained compliant with the UK's National Minimum Wage practices as well as inspired their store colleagues with confidence that their pay accurately reflected hours worked.

With CMS requiring manual keying of time and attendance tracking, Store Managers could accidentally or purposefully log incorrect hours. Control of recorded hours was therefore reliant upon the accuracy and honesty of the managers. "Ultimately, we wanted a modern way to track time and attendance that would be accurate and cost-effective," said Josh Jewell, Systems Manager at McColl's Retail Group.

Multiple solutions were considered, but most had flaws. Swipe cards could easily be lost or fraudulently shared while iris and vein recognition biometric solutions were cost prohibitive and unreliable.

McColl's needed an easy-to-integrate solution to gain control over their retail environments that would combat time theft and improve confidence, auditability and accountability.

#### The Solution

McColl's Retail Group advanced their time and attendance management system with a biometric solution from Crossmatch, part of HID Global. Using HID DigitalPersona 4500 fingerprint readers, McColl's has moved beyond a manual time sheet system to ensure that store colleagues receive accurate pay.

"It was an easy choice once we learned that Crossmatch biometrics integrated with our Oracle-based point-of-sale hardware," said Jewell. Adding, "Fingerprint readers are a quick and easy way for our store colleagues to get paid fairly and accurately."

With the Crossmatch solution, time and attendance information for McColl retail colleagues is tracked with the touch of a finger to clock in and out. Fingerprint biometrics require employees to be present—late arrivals, early departures, or extended breaks are irrefutably captured in store labor records. Similarly, buddy punching and other means of faking time worked are eliminated.

Now, with a biometric powered digital time and attendance tracking solution, auditing hours worked is a breeze. If an employee has questions about wage accuracies or an entire store wants to review their employee hours, an audit can be triggered that details their biometric and timesheet entries. Store colleagues are confident that they are being paid for the hours they work, and McColl's Retail Group can perform indisputable labor audits at the drop of a hat.

The HID DigitalPersona 4500 Reader was selected due to the compatibility with



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the fingerprint module embedded in McColl's Oracle point of sale solution. The Crossmatch solution will stay compatible with McColl's future hardware, currently under development.

“We have a conservative and thorough development and deployment process,” said Mark Aylward, Systems Analyst at McColl's Retail Group. “We conducted a pilot program at several stores and were quickly satisfied with the performance and reliability of the Crossmatch system. In the end, we were able to test and rollout the solution in only a few months,” Aylward noted.

“We are very pleased with the resilience and performance of the Crossmatch fingerprint readers,” said Aylward. “The retail environment can be challenging for hardware systems, but the Crossmatch fingerprint readers have held up well.”

## Results

With the HID DigitalPersona 4500 reader, McColl's Retail Group can monitor store colleague time and attendance with new levels of accuracy and confidence. Management is assured that they are compliant with the UK's National Minimum Wage regulations, and store colleagues know they are being paid fairly.

“Biometric time and tracking shows McColl's commitment to being a fair and responsible employer,” said Jewell. “It is a critical component of recruiting and retaining staff.”

McColl's can now gather data used within KPIs to ensure good punctuality and that store colleagues are working in ways that best address the needs of their store. Accountability is up without store colleagues feeling like managers are breathing down their necks.

For most McColl's Retail Group colleagues, biometrics have become part of their daily routine with a simple fingerprint scan to clock in and out.

The HID DigitalPersona 4500 Reader was a great solution choice for McColl's Retail Group, as it:

- Easily integrated with their Oracle based point-of-sale system.
- Provided a lower cost and more reliability than other biometric solutions (iris and vein).
- Allowed for a straightforward integration with their proprietary colleague management system, with an application programming interface (API) that was easy for McColl's developers to use.
- Incorporated robust construction and high-quality casings that resist unintentional movement and produce high quality fingerprint matching performance.

“We have found fingerprint biometrics to be a straightforward and reliable solution to our business needs,” said Aylward. “The Crossmatch reader was easy to deploy across our retail locations and our store colleagues have been quick to pick up the technology.”

With a Crossmatch solution, McColl's Retail Group found a reliable, low cost and effective solution to their time and attendance tracking needs.

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2019-04-22-hid-emea-crossmatch-mccolls-retail-group-cs-en PLT-04377



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