

Case Study

RETAIL

Drug Store/Pharmacy

United States

OVERVIEW

A leading drug store chain with over 4,500 stores in the United States is using fingerprint biometrics within their pharmacies as well as at their point-of-sale (POS) terminals. Pharmacists and pharmacy technicians use Crossmatch U.are.U® fingerprint readers to sign onto the system and throughout the workflow process when filling prescriptions. This ensures the highest degree of accountability and accuracy for its customers.

Since the solution enjoyed success in their pharmacies, the drug store chain expanded their use of fingerprint biometrics to all POS terminals. The use of fingerprint biometrics ensures proof of presence, which increases accountability and reduces fraud. Additionally, since biometrics allows employees to efficiently log onto the POS terminal, they are able to assist customers more quickly.

IT CHALLENGE

Prior to integrating biometrics, pharmacy personnel used passwords to log onto their dispensing system. Passwords were also required throughout the prescription fulfillment process. However, passwords can be shared, so it was difficult to track who processed a specific prescription.

Additionally, remembering a password was a burden for employees and the need to continuously type passwords throughout the workflow process hindered productivity and reduced efficiency.

CROSSMATCH SOLUTION

Initially the drug store chain sought a solution to increase security and accountability within their pharmacies. They selected the U.are.U® fingerprint solution because it eliminates the need for pharmacists to remember and type passwords. Since biometrics cannot be shared, it provides a level of personal accountability that is crucial when filling prescriptions.

After success in their pharmacies, over 15,000 biometrically-enabled POS terminals were installed to extend the benefits of biometrics throughout each store. Now employees use their finger to log onto the POS terminal and managers use fingerprint biometrics to approve overrides.

NEEDS

- An alternative to burdensome passwords when filling prescriptions.
- Reliable, secure technology to improve workflow.
- A solution to reduce fraud at the point-of-sale.

CROSSMATCH® PRODUCTS

- POS system enabled with Crossmatch embedded fingerprint technology

THE RESULTS

The Crossmatch biometric solution allows for greater speed, accuracy and security to better serve customers and prevent fraud. What started in the pharmacy is now providing benefits for both employees and customers throughout each store.

Every task within the pharmacy prescription fulfillment process is authenticated with a fingerprint. Without cumbersome passwords, pharmacists are able to fill prescriptions faster, which means better customer service and shorter lines.

At the POS terminal, the use of manager fingerprints to approve overrides or discounts means reduced fraud and less shrinkage.

The expanded use of biometrics from the pharmacy to the POS has provided a positive outcome for both employees and management. As employees enjoy a streamlined workflow process, management benefits from clear accountability in each transaction.

ABOUT CROSSMATCH

Crossmatch® solutions solve security and identity management challenges for hundreds of millions of users around the world. Our proven DigitalPersona® Composite Authentication solution is designed to provide the optimal set of authentication factors to meet today's unique risk requirements and afford complete enterprise authentication coverage. Crossmatch identity management solutions include trusted biometric identity management hardware and software that deliver the highest quality and performance required for critical applications. Our solutions support the financial, retail, commercial, government, law enforcement and military markets. With 300 employees and customers in more than 80 countries, Crossmatch sets the standard for innovation and reliability. Learn more: Crossmatch.com

BENEFITS

Improved Workflow

Prescriptions are filled more quickly because fingerprint biometrics eliminates the need to type passwords throughout the workflow process.

Better Customer Service

Customers enjoy faster service because employees no longer have to remember and key in passwords to access POS terminals.

Reduced Fraud

Fingerprint credentials cannot be shared so managers must be present to process an override or discount.