Washington County Case Study
Arkansas

NEEDS

- Secure access for remote users.
- Ability to definitively know who accesses what, when.

CROSSMATCH® PRODUCTS

DigitalPersona® Altus

U.are.U® Fingerprint Readers

"The DigitalPersona Altus solution with fingerprint biometrics saved us from a $17 million phishing attack."

John Adams
IT Director
Washington County

OVERVIEW

Located in the Ozark Mountains of Arkansas, Washington County has over 225,000 residents. The County's more than 600 employees work from two campuses and three remote locations. Washington County deployed the DigitalPersona Altus multi-factor authentication solution to meet their need to definitively know who accesses what, and when. Using the fingerprint biometric factor choice in the DigitalPersona Altus software, County administrators are able to prevent the possibility of misuse or sharing of employee usernames and passwords. The solution provides County employees with quick, secure access to their computer, network and applications.

IT CHALLENGE

Prior to the Crossmatch solution, Washington County only required a username and password to access their network and applications. Since these credentials can be easily shared or guessed, the County could not definitively prove who accessed the network or what applications, and when. Officials needed a solution that would clean up their audit logs, enabling them to pass required security audits.

Remote employees were another challenge for Washington County. The use of laptops created the potential for loss or theft. County officials needed a solution that provided a more robust security approach than a simple username and password to secure access to their remote users' laptops.

CROSSMATCH SOLUTION

The Crossmatch DigitalPersona Altus solution provides strong, multi-factor authentication that secures access to Washington County's network and applications. The solution provides County officials with a compliant audit trail that is irrefutable. Opting to use fingerprint biometrics with the DigitalPersona Altus software, County employees need only to place their finger on the reader to authenticate their identity and gain access.

The DigitalPersona Altus solution utilizing the fingerprint biometric factor averted a phishing attack that sought to breach Washington County's network environment through the exploitation of usernames and passwords. County officials estimate that this saved taxpayers a minimum of 17 million dollars.

CROSSMATCH®
The world identifies with us.™

BENEFITS

Compliance

Audit trail shows who accessed what, when.

Secure Access

Multi-factor authentication secures access to computers, networks and applications.

Cost Reduction

Substantially reduces account lock out calls to the help desk and their associated costs.

THE RESULTS

Washington County employees no longer are required to remember usernames and passwords. With the DigitalPersona Altus solution, they merely touch the fingerprint reader to authenticate their identity and provide proof of presence to gain access to their computer, network or applications. This has increased network access security and significantly reduced account lock out calls to the help desk.

Audit trails now definitively show who accessed what computer, network or application and at what time, assisting the County with passing required security audits. And, the use of fingerprint biometrics eliminates employee credential sharing.

"We are very happy with the solution and consider Crossmatch a partner in solving our identity management challenges," said John Adams, Information Technology Director at Washington County. *"*The DigitalPersona Altus solution has been a *"*win-win*"* for the County and our employees.*"*

ABOUT CROSSMATCH

Crossmatch helps organizations solve their identity management challenges through biometrics. Our enrollment and authentication solutions are trusted to create, validate and manage identities for a wide range of government, law enforcement, financial institution, retail and commercial applications. Our solutions are designed using proven biometric technologies, flexible enrollment and strong multi-factor authentication software, and deep industry expertise. We offer an experienced professional services capability to assess, design, implement and optimize our identity management solutions for a customer's individual challenges. Our products and solutions are utilized by over 200 million people in more than 80 countries.

Learn more at www.crossmatch.com.

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