

Case Study

HOSPITALITY

Wendy's Franchisee – Tar Heel Capital

Based in Boone, North Carolina

OVERVIEW

Tar Heel Capital is a large Wendy's restaurant franchisee with over 73 locations and more than 2800 employees throughout North and South Carolina. Prior to the deployment of fingerprint biometrics, swipe cards were used for cash register voids and keypads were used for time and attendance tracking. These methods resulted in fictitious voids and time clock fraud.

IT CHALLENGE

Wendy's franchisee owner, Tar Heel Capital, needed to control cash register shrink and inflated payroll costs. Like many quick service restaurant operators, Tar Heel Capital used swipe cards for manager voids and overrides, but these cards were easily shared and therefore did not provide transaction accountability.

Keypads were used for time and attendance tracking. However, this led to employees clocking in for each other, resulting in payroll fraud and increased operational costs.

The IT Department was burdened with frequently replacing lost or forgotten cards. This disrupted the flow of business and increased IT costs.

CROSSMATCH SOLUTION

After discussion with industry peers and evaluating the technology, Tar Heel Capital chose WAND™ Point-of-Sale (POS) software and Crossmatch U.are.U fingerprint readers. Accuracy, stability and ease-of-use were key in the selection of the U.are.U fingerprint readers.

With the Crossmatch biometrics-based solution, managers simply touch their finger to the reader to authorize voids. Since fingerprints are uniquely tied to each individual, employees can no longer clock in for each other.



NEEDS

- A reliable system for reducing transaction and payroll fraud.
- More accountability at the cash register.
- Decreased IT costs and the elimination of expensive swipe cards.

CROSSMATCH® PRODUCTS

- U.are.U® fingerprint readers

“U.are.U fingerprint readers have allowed us to attain an immediate drop in food costs as a percentage of overall sales.”

*Jim Furman, Jr.
Director of IT
Tar Heel Capital*

THE RESULTS

The Crossmatch biometric solution has allowed Tar Heel Capital to combat employee fraud and recapture lost margins while decreasing IT costs.

The fingerprint readers provide a stronger level of security and accountability for employee POS transactions, as well as time and attendance tracking. This gives Tar Heel Capital greater control over costs associated with cash register theft and time clock fraud.

“The Crossmatch solution truly holds managers and cashiers accountable and gives us assurance and controls where other solutions fall short,” said Furman.

Employee adoption of the technology was immediate due to its ease-of-use and futuristic appeal.

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

Cost Control

Food costs dropped as a percentage of overall sales.

Accountability

Managers know for sure who accessed the cash register or clocked in for a shift.

Decreased IT Costs

Costs associated with replacing lost or forgotten swipe cards were eliminated.