HID Biometric-based MFA Solutions Provide Identity Assurance for Phoenix Police Department

THE CHALLENGE

Phoenix is the fifth largest city in the U.S. with more than 1.6 million residents. The Phoenix Police Department employs more than 3,800 officers and support personnel and is responsible for patrolling nearly 516 square miles.

Access to criminal justice databases was limited to desktops at Phoenix police stations as the squad did not have secure mobile access to these systems at the time. Logging in to the databases was only allowed when onsite at the station.

In addition, the FBI instituted a Criminal Justice Information System (CJIS) mandate, requiring two-factor authentication to access the criminal justice databases. Strong security has now become a requirement regardless of where that access to the information takes place – via mobile device or desktop.

The Phoenix Police Department was challenged to not only bring mobile verification capabilities into its professional lineup, but to also incorporate a seamless, trusted authentication solution that featured strong two-factor authentication to meet the FBI CJIS mandate. Additionally, the IT department insisted on a solution that supported their strong password policy while also easing the user's burden of creating and maintaining secure passwords on an ongoing basis.

HID

THE SOLUTION

After researching best-in-class options, the Phoenix Police Department selected HID® DigitalPersona® multi-factor authentication software to modernize their precinct and to meet the FBI CJIS requirement for two-factor authentication. Paired with HID DigitalPersona fingerprint readers, the fingerprint biometric solution provides secure, seamless and intuitive access to criminal justice databases whenever and from wherever officers tap in while around town. Moreover, users can now create strong passwords without the need to remember or type them.

Among the modalities, fingerprint is the most widely used method for biometric authentication. It's fast, easy to use, cost-effective and highly accurate. A fingerprint cannot be shared or stolen, and best-in-class readers deliver extremely high levels of accuracy when it comes to user verification.

From the sheriff's office, all employees' Panasonic TOUGHBOOK® laptops were equipped with HID DigitalPersona software and fingerprint readers. This powerful combination enables secure and swift log-on without tedious passwords to remember for a more satisfying user experience as well as boosts productivity throughout shifts with the ease of single sign-on across applications.

The flexible and scalable HID DigitalPersona solution provides strong multi-factor authentication (MFA) that is managed via Active Directory, allowing the sheriff's office to leverage its existing infrastructure without a major server reconfiguration. The department uses Group Policy tools to push out changes to its fleet of laptops and to tailor settings for user groups, providing access to only the information needed to perform specific duties.

RESULTS

The Phoenix Police Department field personnel are now able to access criminal justice information from their devices wherever they are working. This allows officers, detectives and support staff to retrieve critical information quickly and securely while remaining nimble in the field or at the office – all while maintaining steady service to the community.

"The sheer size of our network places a tremendous strain on our Department's IT staff as they work to enable secure access to criminal justice information," said Bob Erdely, network security administrator, Phoenix Police Department. "The HID DigitalPersona solution helps us comply with the CJIS requirements, while making it easier for our users to create and manage secure passwords."

Biometric-based multi-factor authentication from HID provides an exceptional user experience with significantly reduced helpdesk calls related to forgotten and reset passwords. This translates to cost savings, newfound efficiencies and elevated access with ease, security and protection within the Phoenix police force.

"The HID DigitalPersona solution helps us comply with the CJIS requirements, while making it easier for our users to create and manage secure passwords."

Bob Erdely
Network Security Administrator
Phoenix Police Department

SOLUTIONS

- HID DigitalPersona Multi-Factor Authentication Solution
- HID DigitalPersona Fingerprint Readers

BENEFITS

- **Compliance:** Meets two-factor authentication CJIS mandate.

- **Secure, Seamless Access:** Simple touch of a finger, which can't be lost or stolen.

- **Efficiency:** Eliminates the manual typing of usernames and passwords.

- **Cost Savings:** Reduces password-related helpdesk calls.