



HID Fingerprint Biometrics Battle POS Theft, Time Fraud and Rising IT Costs Across Popular Fast Food Franchise

THE CHALLENGE

Tar Heel Capital owns and operates 87 Wendy's restaurants with more than 2,800 employees throughout North and South Carolina. They were challenged with controlling cash register shrink, inflated payroll costs and growing IT costs.

Like many quick-service restaurant operators, Tar Heel Capital used swipe cards for manager voids and overrides. However, cards were easily shared and therefore did not provide transaction accountability. In addition, the IT department was burdened by having to frequently replace lost or forgotten swipe cards. Tending to this ongoing task constantly disrupted workflow and increased the team's workload – translating to rising IT costs for the franchise.

Another cumbersome task centered around keypads. Keypads were used for time and attendance tracking, but because codes can be shared, it led to employees clocking in for one another, a common problem in the industry known as "buddy punching."

Tar Heel Capital wanted to incorporate a reliable system to drive accountability around cash register access and time tracking. In addition to reducing transaction and payroll fraud, decision-makers sought to decrease its growing IT costs by stopping the drain and strain involving physical swipe card management.

THE SOLUTION

After discussing their needs with industry peers and evaluating technologies, Tar Heel Capital chose HID® DigitalPersona® fingerprint readers. Accuracy, stability and ease-of-use were key to the selection of the HID biometric devices.

Biometrics use a person's unique physical traits – such as their fingerprints – to quickly and accurately confirm their identity. This provides irrefutable proof of presence to verify who is working and when. Along with a time-stamped audit log of activity, the HID DigitalPersona fingerprint readers hold employees accountable for their interactions at the register and make it impossible to trick time and attendance systems.

With the HID biometrics-based solution, employees simply place their finger on the high-performing reader to log in for shifts, while managers tap the device to authorize voids in seconds. This ease-of-use feature enriches the user experience across the board, while best-in-class biometric authentication technology enhances operational efficiencies and provides Tar Heel Capital with strengthened safety and security.

RESULTS

By modernizing its in-store processes using HID DigitalPersona fingerprint readers, Tar Heel Capital prevents loss and gains greater control over costs associated with POS theft and time clock fraud. Accuracy, efficiency and user accountability deliver a big boost to the operation's bottom line.

"The HID solution truly holds managers and cashiers accountable and gives us assurance and controls where other solutions fall short," said Jim Furman, Jr., Director of IT at Tar Heel Capital. "DigitalPersona fingerprint readers have allowed us to attain an immediate drop in food costs as a percentage of overall sales."

Cost savings were also realized across the IT department as biometric authentication replaced the pricey practice of swipe cards. Employees quickly embraced the convenient, easy-to-use biometrics-enabled POS technology, and managers now know with confidence who clocks in when, and which cash register they're accountable for during their shift.



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Director of IT
Tar Heel Capital

SOLUTION

HID DigitalPersona
Fingerprint Readers

BENEFITS

- **Fraud Prevention:** Reduces instances of transaction and payroll fraud
- **Employee Accountability:** Biometric-enabled sign-in holds employees accountable to cash registers and managers know who clocked in when for a shift.
- **Cost Savings:** Eliminates the need to manage and replace lost or forgotten swipe cards
- **Better User Experience:** Quick, accurate employee identity confirmation with a simple touch of a finger



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