

# Case Study

## DEFENSE

### US Defense Agency Expands Mobile Fingerprinting with Crossmatch Solution

#### OVERVIEW

A United States defense agency approached Crossmatch with the goal of expanding its capabilities in mobile fingerprinting. The agency needed a solution that would allow for a biometrics submission process that was compatible with government security requirements without compromising functionality.

The Crossmatch solution selected consists of the SEEK multimodal handheld device and Mobile Operations Biometrics Software (MOBS) to provide the full range of functionality required by agency personnel in the field. The high-quality fingerprint scanners are able to endure the punishing physical environments its officers frequently encounter.

#### CRIMINAL ENROLLMENT SOLUTION

After several years of experimenting with a series of basic, low-quality fingerprint scanners that could not enroll subjects efficiently, nor integrate with commonly used applications, the agency turned to Crossmatch for its expertise. The agency selected devices from the Crossmatch SEEK line to fulfill their mobile fingerprinting needs. The SEEK's integrated Windows tablet provides a platform for the customized features and applications that the agency had long desired.

Ideally suited for in-field operations, the rugged, compact SEEK device is the only fully certified biometric enrollment and credential reading solution built to perform in the harsh and challenging environments of the military, border security and law enforcement. Its ability to capture fingerprints in direct sunlight provides mission flexibility by limiting operating constraints.

The agency also selected the Crossmatch MOBS software platform to process biometric images and send them for matching through the agency's systems. With MOBS, users are able to streamline applicant enrollment and criminal booking procedures in high-risk environments, such as designated hot zones and areas of civil unrest.

The successful history of MOBS in field deployments was a significant factor in the agency's decision. They knew from counterparts throughout the US government that the software's simple user interface facilitates rapid, quality capture of database-compatible records.



#### NEEDS

- Platform for customized features and applications.
- Rapid, quality capture of database-compatible records.
- Fingerprint scanners for rugged environments.

#### CROSSMATCH® PRODUCTS

- SEEK® multimodal handheld device
- Mobile Operations Biometrics Software (MOBS)



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### VERSATILE IDENTIFICATION SOLUTION

Crossmatch worked directly with the agency's technical team to create customized workflows designed for defense personnel in the field. The deep subject matter expertise of Crossmatch system engineers allowed the agency to create a submission process for biometrics that is compatible with government security requirements without compromising on functionality. Crossmatch also helped the agency integrate a third party application onto the SEEK, expanding the applicability of the device to new use cases.

Crossmatch engineers traveled to multiple agency locations to both perform the upgrades and train technical personnel on how to leverage the full functionality of the SEEK devices. Agency personnel were then able to create their own customized images for the SEEK, providing a pathway for integration of additional functionality according to the agency's needs.

### CROSSMATCH - A TRUSTED PARTNER

As a trusted partner of the police agency, Crossmatch regularly engages with technical staff and end-users to refine the solution. As the agency's requirements evolved over the years, Crossmatch was there every step of the way to provide support in the form of software upgrades, hardware refreshes and technical support. In 2016, Crossmatch worked with the agency and their technical partner to upgrade and update all of the agency's biometric capture devices, providing greater accuracy through new technology which allows scanning of hard to read fingerprints. The agency and its technical partner continue to trust Crossmatch for all of their biometric technology needs.

### BENEFITS

- Fast capture of fingerprint images
- Compatible with government security requirements
- Intuitive user interface

### ABOUT CROSSMATCH

Crossmatch® solutions solve security and identity management challenges for hundreds of millions of users around the world. Our proven DigitalPersona® authentication software 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.



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