

# Case Study

## GOVERNMENT



## Charleston County Sheriff's Office Case Study

**Charleston, SC**

### OVERVIEW

Charleston County is South Carolina's third most populated county with more than 350,000 residents. The Charleston County Sheriff's Office has more than 927 support personnel responsible for 1,358 square miles of territory. The Sheriff's Office deployed Crossmatch's advanced authentication solution to meet the FBI Criminal Justice Information System (CJIS) mandate for two-factor authentication and ensure more secure access to sensitive information from its mobile devices in the field. The solution provides the Sheriff's Office with quick, secure access to information during investigations and patrols.

### IT CHALLENGE

The Charleston County Sheriff's Office has over 100 mobile units deployed in the field that its deputies use in investigations and patrols by car and boat. Strong, two-factor authentication technology was needed—not only to meet CJIS mandates—but also to provide internal assurance that only authorized users can access data from computer-aided dispatch (CAD) and Naval Criminal Investigative Services (NCIS).

The Sheriff's Office also needed a secure access solution that was easy to deploy, manage and integrate with its Active Directory functions. In addition, password authentication used by the Sheriff's Office had become cumbersome, requiring deputies to remember up to 20 passwords.

### CROSSMATCH SOLUTION

The Crossmatch DigitalPersona Pro Enterprise solution provides strong, multi-factor authentication that is managed via Active Directory, allowing the Sheriff's Office to leverage its existing infrastructure without a major server reconfiguration. The Sheriff's Office uses Group Policy tools to push out changes to its fleet of laptops and tailor settings for user groups, providing access to only the information needed to perform specific duties.

All of the Sheriff's Office laptops—Dell, GETAC and HP—are equipped with Crossmatch fingerprint readers, which eliminates the need for deputies to remember lengthy passwords and allows single sign-on. DigitalPersona Pro Enterprise can seamlessly scale up to handle more users and more applications as requirements grow.

### NEEDS

- Solution that eliminates the need to remember passwords.
- Technology that confirms positive identity quickly and easily.
- Quick access to health records.

### CROSSMATCH® PRODUCTS

- DigitalPersona® authentication solution
- U.are.U® Fingerprint Readers

**“The DigitalPersona solution allows for faster system log in and response to patient needs which is critical when dealing with crisis and mental health situations.”**

*Chris Rojek  
Chief Information Officer  
The Nord Center*



# Case Study

## GOVERNMENT

### THE RESULTS

Sheriff's Office deputies now use two-factor authentication that includes biometric data (fingerprints) remotely in the field, ensuring only authorized personnel have access to information and complying with CJIS mandates. The technology also eliminates the burden on deputies to remember passwords. Furthermore, installation and training on the DigitalPersona technology was seamless.

"The implementation took about an hour and even less time to add the secondary DigitalPersona server on our domain," said Joshua Hazelton, information technology manager, Charleston County Sheriff's Office. "Training was also very efficient—we had the deputies come in and enroll their fingerprints and training was conducted at the same time."

The key factors in deciding to implement the Crossmatch solution to enhance its security and comply with CJIS mandates were ease of use and seamless integration with Active Directory. Also, it is offered as a standard option on the Sheriff's Office HP laptops, so the technology was already familiar to many of the deputies.

As the Sheriff's Office proceeds to add computers to substations, the ease at which the Crossmatch enterprise solution can be scaled up has proven to be a key asset in the expansion. After seeing the positive results of single sign-on in the field with its detectives, the Sheriff's Office also plans to extend the DigitalPersona technology to some of its in-house desktop systems to take advantage of this time-saving feature.

### BENEFITS

#### Compliance

The Crossmatch solution assists with HIPAA regulations by authenticating digital signatures for medical records.

#### Quick and Secure Access

ESS hotline staff no longer have to remember complex, changing passwords to access patient health records.

#### Increased Audit Capabilities

Patient record access is tied to specific users providing better audit practices.

### 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.



Copyright © 2016 Crossmatch. All rights reserved. Specifications are subject to change without prior notice. Crossmatch® and the Crossmatch logo are registered trademarks of Cross Match Technologies, Inc. in the United States and other countries. DigitalPersona® and the DigitalPersona logo are registered trademarks of DigitalPersona, Inc. in the United States and other countries. DigitalPersona, Inc. is owned by the parent company of Cross Match Technologies, Inc. All other brand and product names are trademarks or registered trademarks of their respective owners.