

LOCATION

Park City, UT

OVERVIEW

American Skiing Company (ASC) is one of the largest operators of alpine ski, snowboard and golf resorts in the United States and constantly deals with employee turnover associated with season changes. Looking to deliver quality customer satisfaction while ensuring the accountability and security of its point-of-sale (POS) systems, ASC turned to fingerprint biometrics. The Menusoft Digital Dining POS system uses Digital Persona's fingerprint-based authentication technology to provide a secure, reliable, durable and easy-to-use solution.

NEEDS

Simple and secure POS solution that eliminates password and ID card administrative pains. With the constant flow of new employees season to season ASC also needed a system which would ensure accountability for attendance and transactions at the POS stations. Given the high volume food & beverage cashier environment the need for a reliable yet durable solution was a must.

APPLICATION

Menusoft System Digital Dining POS Software

DIGITAL PERSONA PRODUCTS

DigitalPersona® Platinum SDK

DigitalPersona U.are.U Fingerprint Reader

Security Challenge

American Skiing Company operates multiple seasonal hospitality environments at ski and golf resorts in New England maintaining over 200 points-of-sale. Dealing with employee turnover due to seasonal business and corresponding labor needs, ASC was looking for a solution that solved security issues with ease and convenience. As a large number of employees conduct cashier log in/out, preventing security issues such as stolen and shared passwords for co-worker "buddy punching" as well as employee accountability of sales was a major priority. Beyond these security issues the cost of resetting forgotten user names and passwords and time spent on managing the constant personnel turnovers was a concern. ASC needed a simple, reliable, durable and cost-effective POS security solution.

Digital Persona Solution

American Skiing Company looked to technical innovation, as opposed to traditional solutions, in its pursuit of a secure POS system. ASC turned to Menusoft because the Digital Dining POS solution combines specific features and functionalities of a POS system with the security of Digital Persona fingerprint-based authentication.

With the Digital Dining POS system employees do a one time registration using their fingerprint. The fingerprint scan takes less than 10 seconds to register before it is stored in the system. The authentication process is disseminated across the system through the network allowing employees to log in/out of any POS station. All POS transactions require ASC employees to use the Digital Persona fingerprint reader thereby delivering accountability and auditability for each sale. The fingerprint system is more accurate and does not wear out or demagnify like employee ID cards.

"All other POS solutions relied on user name and passwords for authentication which became a heavy burden due to personnel turnover," said Carol Boden,

American Skiing Company vice president of IT operations. "The Digital Dining POS solution utilizing Digital Persona's technology allowed security to be implemented with simplicity and expediency."

Benefits

- **Heightened security** - removes password and ID card vulnerabilities.
- **Accountability** - time & attendance and transactions are logged.
- **Reliable and durable** - works well in high traffic environments.
- **Simple administration** - quick one-time registration.

The Results

ASC has noticed considerable return on investment. No longer is time and money spent dealing with password and identity card management. All transactions are accounted for deterring the possibility of theft. In addition, employee log in/out are verified by time and attendance at each station negating any possibility of employees clocking in and out for one another.

The Digital Persona fingerprint reader has proven to be reliable and durable in the high traffic ski resort environment. Currently the solution is being used at Sunday River, Attitash and Mount Snow with more ASC resort deployments planned in the future.

About Digital Persona

Digital Persona is the leading provider of biometric authentication solutions for enterprise networks and commercial applications. Founded in 1996, Digital Persona designs, manufactures and sells turnkey solutions that improve security and regulatory compliance while resolving password management problems. Its award-winning fingerprint technology is used worldwide by over 25 million people in the most diverse and challenging environments.



digitalPersona.

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