

White Castle

"DigitalPersona's solution saved White Castle over one million dollars in the first year."

LOCATION

Columbus, OH

OVERVIEW

In 2004, White Castle began to look at solutions to upgrade their health enrollment systems to an application that would allow employees to register electronically. A convenient system was needed that would replace the former paper process which often took weeks to complete.

NEEDS

Secure and convenient access to electronic healthcare enrollment system that meets Health Insurance Portability and Accountability Act (HIPAA) requirements.

DIGITALPERSONA PRODUCTS

DigitalPersona® Platinum SDK



digitalPersona®

Security Challenge

White Castle offers healthcare to many of its employees, but with thousands of associates in 430 locations nationwide, their paper system was inefficient, burdensome and expensive to process. Eligible employees were required to fill out enrollment forms by hand after which district managers would collect them from each White Castle location and deliver to regional offices.

The paper-based system was difficult on several levels: employees were confused by the enrollment forms, managers spent many hours picking up and sorting through bags of forms each week and administrators at White Castle's headquarters often caught mistakes on the forms long after they were submitted resulting in delays of several weeks before an employee's healthcare benefits were activated.

DigitalPersona Solution

White Castle decided to pursue an electronic enrollment system that would provide a kiosk application allowing for digital signatures. They needed a system that would comply with HIPAA regulations ensuring that the employees' medical information be kept confidential. White Castle also wanted a system that would link to supplemental documentation eliminating their current need for filing.

After evaluating several solutions, White Castle purchased DigitalPersona's Platinum Software Development Kit (SDK) to allow fingerprint authentication to be added to an electronic healthcare enrollment system.

"We needed a solution that would be both efficient enough to move the entire healthcare enrollment process into electronic format, yet simple enough for our employees to enroll conveniently," said Don Long, senior director of information services and technology at White Castle. "The DigitalPersona development kit integrated easily with the infrastructure we created and has allowed for systems that save us over one million dollars a year."

Benefits

- **Cost Savings** - significantly reduced the time and number of personnel needed to process paper enrollment forms.
- **Quick & Secure Enrollment** - employees register via a kiosk at each White Castle

location reducing the enrollment process from weeks to a matter of minutes.

- **Increased Security** - White Castle employees enroll and access their healthcare records via their digital signature created by touching their finger to a DigitalPersona fingerprint reader.

The Results

DigitalPersona's fingerprint authentication capability paid for itself during the first phase of open enrollment when 6,000 employees registered for healthcare benefits. Utilizing fingerprint authentication as a digital signature has drastically reduced costs and time associated with the prior paper enrollment system. "Completing health care forms now takes less than three minutes compared to the old system where it could take weeks" said Long.

Based on the success of the electronic healthcare enrollment system, White Castle is extending the use of DigitalPersona's biometric authentication to additional programs including work schedules, payroll and an e-hiring process.

As of November 2006, there are approximately 9,800 White Castle employees that have completed 33,600 electronic health forms using the fingerprint authentication enrollment process. There are over 21,000 employees that have biometrically registered across all programs.

About DigitalPersona

DigitalPersona is the leading provider of biometric authentication solutions for enterprise networks, developers and consumer OEMs. Founded in 1996, the company designs, manufactures and sells flexible solutions that improve security and regulatory compliance while resolving password management problems. DigitalPersona's fingerprint readers utilize superior optical fingerprint scanning technology to more accurately authenticate users regardless of finger placement. The company's interoperable biometric software solutions uniquely support the industry's widest array of notebooks with fingerprint readers. DigitalPersona's award-winning technology is used worldwide by over 25 million people in the most diverse and challenging environments.

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