

**LOCATION**

Los Angeles, CA

**OVERVIEW**

California Commerce Bank (CCB) provides full banking services for companies and individuals that do business in Mexico and the United States. As part of Grupo Financiero Banamex Accival, CCB is the U.S. banking arm of Banco Nacional de Mexico (Banamex), Mexico's largest bank. As such, CCB is the gateway to and from Mexican financial markets.

**NEEDS**

To further secure customer records and improve customer service. Provide authorized bank employees faster access to multiple databases.

**DIGITALPERSONA PRODUCTS**

DigitalPersona® Pro Server  
DigitalPersona Pro Workstation

**Security Challenge**

It is imperative that access to financial records be very secure. Safeguarding the trust of customers is a high priority for banking institutions. This was evidenced by the Banking Industry's endorsement of the "Financial Services Modernization Act of 1999," which mandates new standards to safeguard financial transactions, data and assets to protect the security and confidentiality of customers' non-public information. Like many other financial organizations, California Commerce Bank (CCB) relied on passwords and rigid password policies to protect access to their customers' information.

While security is essential, convenience is also important within the operations of a bank. CCB is a fully automated bank at which employees interface with a number of different systems to provide client service for all banking functions. An employee who answers a customer call must access many databases and accounts, all of which have different passwords that change frequently. In order to switch databases, the employee must log out of one system to access the next. Customers must wait as employees recall and enter the correct username and passwords for each system. It is difficult for an employee to provide fast, personalized service when burdened with this process. In fact, a forgotten password could severely impact a service call.

**DigitalPersona Solution**

During the past year, CCB has installed more than 200 DigitalPersona fingerprint security systems to enable bank employees to quickly, easily and safely access information from a variety of customer databases in a fraction of the time previously required.

"Databases at financial institutions are highly confidential and require significant safeguards," said Salvador Villar, president of CCB. "Our employees are specially trained to assist customers in any facet of their account relationships with us. This used to require multiple passwords for the multiple databases. Through DigitalPersona Pro, our

employees have faster access to a wealth of customer information without compromising the integrity of that information."

**Benefits**

- **Improved Customer Service** - By eliminating passwords and enabling fast and uninterrupted access to information, CCB employees can provide improved, customer-focused support.
- **Heightened Security** - DigitalPersona Pro removes the dependency on the end-users to maintain the security of their passwords. CCB now has much more control over access to sensitive information.
- **Reduced Support Costs** - Eliminating passwords for users also eliminates calls to the support desk for forgotten passwords.

**The Results**

"Overall, our employees have welcomed the change to biometrics, finding DigitalPersona Pro an easier, more convenient and reliable solution that enables them to work faster and more accurately" said Villar.

**About DigitalPersona**

DigitalPersona is the leading provider of fingerprint identity solutions for enterprise networks, custom application developers and consumer OEMs. Since 1997, the company has offered software and hardware that puts security and convenience at people's fingertips. For end users, DigitalPersona takes the pain out of remembering and typing passwords; the company's business solutions help organizations address their security, compliance and loss prevention needs. DigitalPersona's award-winning technology has been used worldwide by over 90 million people. DigitalPersona's solutions are offered by market-leading manufacturers such as HP, Dell and Microsoft.



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