



Phoenix Police Dept. Case Study

LOCATION

Phoenix, AZ

OVERVIEW

Phoenix is the sixth largest city in the U.S. with more than 1.5 million residents. The Phoenix Police Department has more than 3,800 officers and support personnel. They patrol nearly 516 square miles. The Department deployed DigitalPersona's authentication and endpoint protection solution to meet the FBI Criminal Justice Information System (CJIS) requirement for two-factor authentication for mobile devices. DigitalPersona® Pro provides the Phoenix Police Department personnel with quick, secure access to criminal records while in the field and in the office.

NEEDS

- Strong two-factor authentication for CJIS mandate.
- Ability to easily maintain secure passwords.

DIGITALPERSONA PRODUCTS

DigitalPersona® Pro
U.are.U® Fingerprint Readers

"DigitalPersona Pro helps us comply with the CJIS two-factor authentication requirement."

Bob Erdely
Network Security Administrator
Phoenix Police Department

IT Challenge

The CJIS mandate, instituted by the FBI, requires strong, two-factor authentication when accessing the criminal justice database. Strong security is required regardless of where access to the information occurs – mobile devices or desktops at police stations and headquarters.

Before deploying DigitalPersona Pro, access was limited to desktops at Phoenix police stations and headquarters. The Police Department needed a solution that would meet the CJIS requirement so personnel with mobile devices outside of the station could also access the database.

Additionally, the IT Department wanted a solution that supports their strong password policy while easing the user's burden of creating and maintaining them.

DigitalPersona Solution

DigitalPersona Pro provides strong, two-factor authentication addressing the accessibility and security issues facing the Phoenix Police Department. DigitalPersona Pro integrates into their existing Microsoft Active Directory infrastructure, supplying a way to centrally-manage the configuration and deployment of security policies.

The solution's support of fingerprint biometrics eliminates the need for users to remember secure, lengthy passwords, an important advantage for police personnel in the field.

Benefits

- **Compliance** - Two-factor authentication for CJIS mandate.
- **Secure and Fast Access** - Eliminates the manual typing of usernames and strong passwords.
- **Cost Savings** - Reduces password-related helpdesk calls.

The Results

The Phoenix Police Department field personnel are now able to access criminal justice information from their notebooks instead of waiting until they are back at headquarters. This allows officers, detectives and support staff to retrieve critical information as needed.

"The sheer size of our network places a tremendous strain on our Department's IT staff as they work to enable secure access to criminal justice information," said Bob Erdely, network security administrator, Phoenix Police Department. "DigitalPersona's solution helps us comply with the CJIS requirements, while making it easier for our users to create and manage secure passwords."

Using fingerprint biometrics with the DigitalPersona Pro solution lets users create strong passwords without the need to remember or type them. This has significantly reduced forgotten password calls to the helpdesk.

Furthermore, by taking advantage of fingerprint readers that are built into their existing notebooks, DigitalPersona Pro enables the Police Department to increase the return on investment of their previously-purchased computers.

About DigitalPersona

DigitalPersona is a global provider of authentication and endpoint protection solutions that make security simple, practical and affordable for businesses of all sizes. The company helps enterprises, government agencies, custom application developers and independent software vendors to efficiently address growing security, compliance and fraud-prevention demands. DigitalPersona's award-winning technology is offered by market-leading computer manufacturers and solution providers around the world.



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