# Case Study:
# US Air Force Base

## Disclaimer

Government agencies cannot endorse or recommend products. That being said, the organization that conducted this study shall remain nameless. We can say however that they are one of the largest and most progressive Air Force Bases in the United States. This study is for informational purposes only.

## Needs

Reduce the number of help desk calls for passwords by implementing a biometric logon system to replace standard User Name and Password system required by Windows. Allow help desk personnel to concentrate on equipment outages and software problems making better use of scarce financial and personnel resources.

## Phase 1

Track help desk calls related to password and logon problems in offices with multiple users for a forty-five day period to set a base line for comparison.

## Phase 2

Install biometric logon system on these multiple user systems and track the help desk calls related to passwords. Users were set to only use the biometric logon, as opposed to the standard User Name and Password logon, to provide a distinct comparison between the two logon methods. Total time for installation, enrollment, and training over the eleven systems at six locations was four hours including transportation time. Return trips to enroll and train shift workers are included in this time. A total of 60 users were enrolled across the various systems.

## Phase 3

Data extrapolation and comparison of methods:

During the forty-five day base line the help desk received an average of five calls per week (a total of 31 actual calls) for logon problems. Average time to reset the users account to allow a successful logon and follow up with the user was twelve minutes per incident. This accounted for about one hour per week dedicated to password related problems.

In the first week after installation and enrollment only one call was received for logon problems. In this instance the problem was training related with the user not placing the thumb fully in the sensor window. Time for the call was two minutes resulting in the user gaining access. This was an 80% reduction in calls and 97% reduction in time.

In the following week no calls were received for logon problems. This was a 100% reduction in both calls and time.

During the third week a call was received that a fingerprint reader was not working. Upon inspection it was noted that a portion of the silicone coating was missing on the scanner window causing a blank area on scans.
Users were reenrolled with the scanner left in this condition and were again able to logon to the system.

The damage to the sensor window was determined to be intentional but no one would admit having caused the damage. Had another reader been available to replace the damaged one this would have resolved the problem without the need to create new user templates. This was the only call and time to fix was less than 30 minutes. This was an 80% reduction in calls and 50% reduction in time. However, this was not attributable to the biometric device because of intentional damage.During the rest of the period no other calls were received for logon problems.

The comparison of phase I and II shows calls dropped from approximately 30, with 6 hours of time spent to resolve the problems, to 2 calls and 30 minutes. Even with one call and 30 minutes attributable to intentional damage by an end user, the results are a reduction of help desk calls by 94% and time spent on calls of 92%. If we factor in the installation, enrollment and training time of four hours the time reduction is significantly impacted resulting in only a 25% savings.

However, since this is a one-time implementation requirement, savings due to reduced calls and personnel expenditures are quickly paid back. This pay back offsets the cost of equipment through improved use of resources at the help desk and elimination of down time for end users waiting for help desk response.

## About BioLink Solutions

BioLink Solutions is a trusted global provider, supplier and expert in biometric identification solutions, systems and professional services.

Employing the best international practices and scientific developments, BioLink is committed to building, deploying and maintaining a full range of award-winning biometric identification and identity management solutions worldwide.

Our solutions are designed for a wide range of IT applications, ranging from home computers and information infrastructures of small- and mid-sized enterprises and commercial businesses to large-scale nationwide identification projects.

Our portfolio contains more than 5000 successful implementations in USA, UK, Ireland, Scotland, Nigeria, Malasia,Lithuania, India, Russia, Kazakhstan and other countries.

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