



Identity at the  
Speed of Life

# Application Note

## Banks

Banks, considered anchor institutions for any community, aim to provide a friendly, comfortable experience to customers. Banks want to offer tailored service and pay special attention to each customer, especially those with VIP status.



While entering and exiting the bank should not feel like a border crossing process, banks must ensure the safety of employees and customers alike, as well as the security of bank holdings.

Restricted areas, such as deposit rooms, need to be kept secure, granting access only to those with proper clearance.

Additionally, while criminals today have realized the high risk of staging a major bank heist and generally avoid this practice, the number of ATM room robberies has risen sharply. Banks and bank managers need to consider all the potential scenarios to ensure that bank employees and clients are kept safe, and that banks can maintain the friendly atmosphere of other local establishments. To do this, banks need an identification solution that provides ultimate security while fostering a neighborhood feel.

### Solution: Visual Identification

FST Biometrics' IMID™ software uses a unique fusion of visual identification technologies, including facial recognition and behavior analytics. As authorized users walk naturally, IMID recognizes them from a distance and in-motion, while those unauthorized are restricted from entering. Expected and registered visitors to banks are sent a "V-Key," a unique encrypted QR code, which they show to the camera to gain access, providing a seamless identification experience.

IMID is an open system that can be integrated with many existing security and surveillance systems. Easy to install, once the system is in place, banks are quickly able to register clients and employees as authorized users.

### Benefits

#### Return-On-Investment

- Elimination of keys, fobs, and employee access and customer ATM cards, which are issued, and sometimes reissued if lost
- Time savings, by reducing the entry and exit process for each employee and eliminating the time spent in line – more than 30 people can be identified per turnstile per minute in banks' corporate facilities

#### Security with Operational Efficiency

- Prevents unauthorized entry to restricted areas (safety deposit rooms, vaults, etc.)
- Eliminates employee identity fraud and reduces exposure to fraudulent activities



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- Maintains business continuity in emergency or disruptive situations
- Entry to restricted areas, such as deposit rooms, can be protected by special security rules, including simultaneous entry of an authorized client and authorized bank escort

### Customer Experience

- Additional layer of security in ATM rooms, as system denies access to those trying to obstruct their faces when entering
- Personalized service for VIPs in any bank branch
- Improved customer experience enhances loyalty, reducing churn

### Employee Experience

- Accurate, non-invasive and fast identification of employees throughout banking environment
- Hands-free access to facilities and restricted areas
- Saves employees time and reduces queues during peak times
- Convenient and more accurate time and attendance system

### Conclusion

Banks need to ensure that only properly identified customers, visitors and staff can gain access to facilities in order to maintain the security of the facility and its financial assets. However, this must not come at the expense of creating a comfortable atmosphere and providing a high level of customer service.



FST Biometrics' IMID enables bank managers to feel confident that the bank remains secure, that business continues as usual, and customers do not need to slow down or feel encumbered by a severe security system.

With FST Biometrics' IMID software, banks are ensured Identity at the Speed of Life.