

Hooters Restaurant



Atlanta, GA USA

SECURE AND ACCURATE EMPLOYEE ATTENDANCE AND PRODUCTIVITY

Hooters of America, LLC based in Atlanta, Georgia, operates and franchises more than 450 Hooters casual dining restaurants in 28 countries. Everyday, nearly 4,000 Hooters employees conduct transactions, as well as clock in and out for their shifts. Facing increasing concerns with its traditional PIN and swipe card security system, Hooters turned to HID for a biometrics-based solution to strengthen their loss prevention efforts, improve productivity and reduce transaction and payroll fraud.

THE CHALLENGE: REDUCE FRAUD AND PREVENT LOSS

Loss prevention is one of the biggest concerns for restaurateurs. Hooters' traditional PIN and swipe card sign-in methods increased the opportunity for employees to commit transaction and payroll fraud. PINs can be shared or forgotten and swipe cards can be stolen, left at home, lost or given to unauthorized individuals.

Managing and tracking unauthorized voids was particularly challenging for Hooters, given the lack of transparency with the PIN and swipe card security system. Hooters needed a way to tie each transaction to an individual and ensure manager oversight when necessary. The restaurant also wanted a more accurate means of accounting for employee time and attendance. With PINs and swipe cards, employees can clock in for each other—known as “buddy punching.”

“Trying to catch or prevent employees clocking in friends adds to a manager’s list of concerns,” said Wes Marco, Director of IT at Hooters of America, LLC.

“Buddy punching may seem harmless to most employees, but it can be costly, especially across the chain.”

Another challenge and cost associated with swipe cards is the need to replace them when lost or stolen. Managers had to take time away from more critical duties during peak restaurant hours to issue replacement cards. With thousands of employees across a large area, the costs of managing and replacing swipe cards had become significant.

NEEDS

- Reliable system for reducing transaction and payroll fraud.
- Accurate means of tracking time and attendance for all employees.
- Lower time and cost solution for issuing new swipe cards or PINs during peak restaurant hours.

HID® PRODUCTS

- DigitalPersona® Fingerprint Readers—stand alone and embedded in POS terminals
- Fingerprint Readers

“DigitalPersona finger print readers have yielded immediate results. We reduced both transaction and payroll fraud, and we eliminated the cost of constantly replacing lost or stolen swipe cards.”

Wes Marco
 Director of IT
 Hooters of America, LLC

BENEFITS

Reduced Theft

Reduces instances of transaction and payroll fraud.

Cost Savings

Eliminates the need to manage and replace PINs and swipe cards.

Improved Productivity and Service

Enables servers to focus on customers, not on lost or forgotten swipe cards.

Loss Prevention

Allows for faster and more precise investigations with biometric-enabled sign-in tracking.

THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

After a successful trial with HID’s DigitalPersona® solution at three Texas restaurants, Hooters rolled out the solution to its other locations and eliminated its PIN and swipe card security system. Some locations opted for the stand-alone HID fingerprint readers while other restaurants are using point-of-sale (POS) terminals with built-in HID readers.

With the HID biometrics-based solution, a Hooters employee simply touches his or her finger to the reader to confirm identity. Fingerprints are uniquely tied to each individual, so they can’t be lost, stolen or used to clock in for another employee. The HID solution integrates with Hooters’ ITWercs POS software. When an employee touches the fingerprint reader, the ITWercs software quickly searches the database of encrypted fingerprint templates, finds a match and within seconds authorizes an employee to sign in and perform a task.

THE RESULTS: SECURE, EFFICIENT ACCESS

The HID biometrics-based solution closed the loopholes associated with PINs and swipe cards. Hooters has reduced unauthorized overrides and payroll fraud, improved productivity, enhanced customer service and eliminated swipe card replacement costs.

“Biometrics ensures that managers are present to authorize voids and overrides,” said Marco.

Due to the significant advantages that biometrics provides to Hooters, HID DigitalPersona Fingerprint Readers are now used across the restaurant chain as a standard part of Hooters’ IT package.



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