

# Wendy's Franchisee



## Tar Heel Capital, Boone, NC

### SECURE AND ACCURATE EMPLOYEE ATTENDANCE AND PRODUCTIVITY

Tar Heel Capital is a Wendy's restaurant franchisee with over 73 locations and more than 2800 employees throughout North and South Carolina. Prior to the deployment of fingerprint biometrics, swipe cards were used for cash register voids and keypads were used for time and attendance tracking. These methods resulted in fictitious voids and time clock fraud.

### THE CHALLENGE: REDUCE FRAUD AND PREVENT LOSS

Wendy's franchisee owner, Tar Heel Capital, was challenged with controlling cash register shrink and inflated payroll costs. Like many quick-service restaurant operators, Tar Heel Capital used swipe cards for manager voids and overrides, but these cards were easily shared and therefore did not provide transaction accountability.

Keypads were used for time and attendance tracking. This led to employees clocking in for each other, resulting in payroll fraud and increased operational costs.

The IT department was burdened with frequently replacing lost or forgotten cards, disrupting work-flow and increasing IT budgets.

### THE SOLUTION: CONVENIENT, INTEGRATED SECURITY

After discussing their needs with industry peers and evaluating the technology, with industry peers and evaluating the technology, Tar Heel Capital chose WAND™ Point-of-Sale (POS) software and HID DigitalPersona Fingerprint Readers. Accuracy, stability and ease-of-use were key to the selection of the DigitalPersona Fingerprint Readers.

With the HID biometrics-based solution, managers simply touch their finger to the reader to authorize voids. Since fingerprints are uniquely tied to each individual, employees can no longer clock in for each other.

#### NEEDS

- Reliable system for reducing transaction and payroll fraud.
- Improve accountability of who accessed each cash register.
- Decrease IT costs by eliminating the need to issue new swipe cards.

#### HID® PRODUCTS

- DigitalPersona® Fingerprint Readers

*“DigitalPersona finger print readers have allowed us to attain an immediate drop in food costs as a percentage of overall sales.”*

Jim Furman, Jr.  
 Director of IT  
 Tar Heel Capital

**THE RESULTS: SECURE, EFFICIENT ACCESS**

The HID biometrics-based solution has allowed Tar Heel Capital to combat employee fraud and recapture lost margins while decreasing IT costs.

The fingerprint readers provide a stronger level of security and accountability for employee POS transactions, as well as time and attendance tracking. Tar Heel Capital has greater control over costs associated with cash register theft and time clock fraud.

“The HID solution truly holds managers and cashiers accountable and gives us assurance and controls where other solutions fall short,” said Furman.

Employee adoption of the technology was immediate due to the ease-of-use and futuristic appeal.

**BENEFITS**

**Cost Control**

Food costs dropped as a percentage of overall sales.

**Accountability**

Managers know for sure who accessed the cash register or clocked in for a shift.

**Decreased IT Costs**

Costs associated with replacing lost or forgotten swipe cards were eliminated.



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