

## 1 General Questions

---

### - **How will biometrics benefit my work environment?**

Biometrics enhance workplace security, streamline access, and attendance tracking, reducing administrative workload, ensuring accuracy, and promoting cost savings. They also offer touchless options for hygiene and facilitate secure remote access. Embracing biometric systems not only boosts overall security but also promotes a seamless and productive atmosphere within the workplace.

### - **What are the advantages of biometrics?**

Biometrics provide unparalleled security by using unique body traits like fingerprints or the entire face, eliminate need for passwords and reducing identity theft risk. They offer quick, convenient authentication, saving time for both employees and customers. Biometrics enhance accuracy in attendance tracking and access control, minimizing errors. Additionally, they create a personalized and seamless user experience across various sectors.

### - **How does TBS ensure data protection?**

TBS gives high priority to data protection and follows strict security standards in handling your biometric data. TBS never stores pictures; after scanning the presented body part, the captured picture is converted into binary code, a process also called 'data hashing'. This code is called 'biometric template' and is a number composed of about 12'000 zeros and ones. This template is first encrypted using a device-specific encryption key, making sure it is impossible to copy the templates from one reader to another. The template is encrypted once more using an installation-specific encryption key, making sure your template can only be used in the installation where you enrolled. The communication between TBS reader and TBS server is secured by SSL certificate. Also, all biometric data remain within the TBS infrastructure, after a user presents his biometrics, the TBS reader only sends the UserID to the door controller. Our commitment to confidentiality and compliance guarantees user peace of mind with our biometric solutions.

### - **What about data privacy?**

TBS provides a highly secure biometric system that can be configured to suit the specific needs of each customer. To fully respect data privacy, it is possible to create an anonymized biometric database with the UserID as the only identifier. In this configuration, the database contains only encrypted data that cannot be associated to an individual person. User management remains within the responsibility of the system operator. When an employee leaves, the employer has the obligation to delete his or her biometric data. When a user is deleted, this automatically deletes all associated biometric data on TBS server and all connected TBS readers. This step is irreversible.

### - **How can I justify the investment in biometrics to my stakeholders?**

Investing in biometrics solves critical business challenges. It eliminates time theft and buddy punching, ensuring accurate employee compensation. Biometrics reduce administrative burdens, centralize data, and enhance connectivity between different applications, streamlining workforce management. Overall, investing in biometrics boosts productivity, fosters a fair work environment, and benefits employees and stakeholders.

### - **Where can I find a reliable biometric solution provider to get started?**

Please visit our Integration website to access our partner network and find your nearest contact or contact us directly.

### - **What are the key applications of biometrics?**

The key applications of biometric solutions are secure access control, attendance management, identity verification in finance, healthcare record protection, and streamlined airport security. Their versatility enhances security and efficiency in various sectors. For more details visit our Industry page.

### - **How can biometrics improve security compared to traditional methods?**

Biometric solutions enhance security by using unique body traits, reducing the risk of unauthorized access. Unlike traditional methods, these traits can't be lost, forgotten or shared, offering robust protection against identity theft and fraud. This personalized approach ensures superior security to protect sensitive information, both physically and digitally.

### - **What level of accuracy do biometric systems offer?**

Biometric systems, like fingerprint or facial recognition, offer accuracy rates above 99.5%, far surpassing the reliability of traditional methods such as passwords or ID cards, making them a superior choice for security applications. This value relates to the convenient 'identification' mode where the TBS reader has to identify the presented finger within the 20'000 that are possibly stored in the system. In high-security, instead the 'verification' mode is used that reaches 100% accuracy: the user first presents a card or enters a PIN code, and only then presents his finger.

### - **What aspects are important to consider when planning a biometric solution?**

Key considerations include accuracy of the sensor technology to ensure reliable authentication, user acceptance to guarantee seamless adoption, robust security features, scalability for future growth, and adherence to regulatory requirements for data privacy and protection. Evaluating these aspects will help in choosing an effective and suitable biometric solution tailored to your company's needs.

## 2 **Product Questions**

---

### - **How can I determine which biometric device is the right choice?**

Our sales team is here to assist you and recommend the best solution for your specific needs. Contact us and we will get in touch with you to help reach your requirements with the right solution.

### - **How many devices could be connected in one installation?**

The TBS biometric system is designed to be scalable and can handle a large number of devices, ranging from several dozen to thousands, depending on the system specifications. An installation has no geographical limitation, you can connect TBS readers installed on different continents to the same global central TBS server. Granting biometric access to your facilities in another continent is then only a few clicks away.

### - **How long does it take to enroll the biometrics of a user?**

Enrolling a user's biometrics typically takes between 20 to 40 seconds, depending on the sensor technology. Remember that you can enroll all 10 fingers separately if required, and assign each finger a specific action, like opening another door than the standard door, or more.

### - **Can TBS readers be used in outdoor environments or extreme weather conditions?**

Yes, the flush mount versions of 3D AIR, 2D IRON and 2D SENSE as well as the HEAVY DUTY versions can be installed outdoors. TBS offers accessories to protect the readers from direct sunlight or rain in such cases.

### - **What is the typical lifespan of TBS biometric devices?**

This depends on the installation, environment and usage. The beauty of touchless biometrics is that there is no mechanical wear and tear. TBS sold its first readers in 2010, some of these are still in operation and we offer maintenance for them as long as we have spare parts. Our hardware is there to stay; often customers choose to replace their readers to profit from the improved speed in our new models.

### 3 Implementation Questions

---

- **Can TBS biometrics be integrated with existing access control systems?**

Yes, the TBS biometric subsystem was made for integration. TBS can be integrated with any existing access control system, providing seamless compatibility and enhanced security solutions for various environments.

- **Can biometric solutions be customized to fit our specific business requirements?**

Yes, the TBS system offers a flexible system configuration. Special firmware profiles allow to tune each TBS reader to the special function it should fulfill: display buttons to select coming/leaving or open different doors, control an alarm system, visualize the process status when integrated into a mantrap, Anti-Passback, Two-Person rule, liveness detection and more. Please contact our sales team to answer your specific questions and requirements.

- **Can biometric solutions be used in conjunction with other security measures for a multi-layered approach?**

Yes, often the customer already uses a solid access control solution and wants to build upon the existing infrastructure. TBS readers can be ordered with built-in RFID modules, so that existing cards can be used for verification scenarios for example. Then, the presented biometrics must match with the few data records of that specific user only. TBS features an integrated Anti-Passback server and can integrate with special anti-tailgate cameras to ensure only the authenticated user gets access.

- **Are there any limitations where biometric solutions might not be suitable?**

No, there is theoretically no limitation. However, in corporate context, biometric installations seldom exceed databases of more than 100'000 persons. The TBS standard solution covers installations up to that size; for higher user numbers, dedicated solutions can be developed.

- **What industries can benefit from implementing TBS biometric solutions? Are TBS biometric solutions suitable for both small businesses and large enterprises?**

TBS offers biometrics for everyone. There is no minimum project size, installations can start as small as using one single TBS reader. The system operation is very simple and straight forward, the biometric enrollment can be performed directly while standing in front of the reader.

## 4 Support and Maintenance Questions

---

- **What happens if the TBS system encounters technical issues?**

TBS works with a network of installation partners, which also provide first level support.

- **What level of technical support is provided by TBS?**

TBS Partners have access to our second-level support via HelpCenter and Partner Portal, with extended product and system documentation.

- **What is the warranty coverage for TBS biometric products?**

TBS offers 2-year manufacturer warranty as stipulated by Swiss law.

- **How can I get assistance if I encounter issues with TBS devices?**

Please contact the TBS Partner from which you purchased our products. This partner is also covering first level support. In case of communication problems, you can reach out to TBS directly by filling our webform. TBS strives to ensure optimal performance of all installed products in the field.

- **What happens with security when electricity goes down?**

This depends on how the system was installed. High-security sites include an emergency power backup, at least for the access control system. In such cases, doors can be opened as usual. If the TBS reader is out of power, the question is if the door is still powered or not and if doors open automatically or remain shut. Such specific questions are clarified in discussions with the installing TBS partner before executing a project.

- **Does TBS offer training programs or resources for users to effectively use the biometric solution?**

Yes, these manuals are accessible to our TBS partners who can forward them to end users.