

FREQUENTLY ASKED QUESTIONS

ARUBA CLEARPASS AND IMAGEWARE FAQ

Multi-factor authentication (MFA) is simple best practice that adds an extra layer of protection on top of user name and password logins. For customers that are requesting options for MFA, ImageWare is now a ClearPass Exchange partner that you can recommend.

1. WHAT MARKET FACTORS HAVE CAUSED THE INCREASED DEMAND FOR BIOMETRIC AUTHENTICATION?

- The challenges and costs related to using complex passwords and tokens are driving the adoption of biometric authentication to simplify the user experience while increasing security.
- 67% of data breaches occur due to compromised passwords ([2015 Verizon Data Breach Investigations Report](#)).
- The average cost of a data breach is \$3.8 million. ([IBM 2015 Data Breach Study](#))
- And, the US Federal Government has mandated multiple biometrics for security (Homeland Security Presidential Directives 5 & 12), which often drives requirements in the financial space and other verticals.

2. WHO IS IMAGEWARE?

ImageWare Systems, Inc. is a leading developer of mobile and cloud-based identity management solutions, providing biometric secure credential and law enforcement technology. Scalable for worldwide deployment, ImageWare's patented biometric product line includes a multi-modal Biometric Engine® that is hardware and algorithm independent and enables the enrollment and management of unlimited population sizes. ImageWare's identification products are used to manage and issue secure credentials, including national IDs, passports, driver's licenses, smart cards, and access control credentials. ImageWare's digital booking products provide law enforcement with integrated mug shots, fingerprint live scans, and investigative capabilities.

ImageWare is headquartered in San Diego, CA, with offices in Portland, OR, Washington, D.C., Ottawa, Ontario, and Mexico. For more information please visit www.iwsinc.com.

3. WHAT IS THE NATURE OF THE COMBINED ARUBA AND IMAGEWARE SOLUTION?

ImageWare's GoVerifyID allows Aruba ClearPass end users to replace (or augment) their password or certificate authentication with a secondary biometric authentication method of their choice, on existing mobile devices. Rather than (or in addition to) typing their password, the end-user can take a selfie, speaks a phrase, and/or scans their fingerprint on their mobile device to gain access.

4. WHAT IS THE VALUE OF ADDING THE IMAGEWARE SOLUTION TO CLEARPASS?

Key benefits include:

- Enhanced security. Makes the user login process highly secure due to two-factor Out-of-Band authentication for network and application access.
- Reduces IT helpdesk costs. Eliminates the need for IT helpdesk agents to reset passwords, an organization can save up to 40% on helpdesk tickets (Gartner).
- Improved user experience. Uses easy methods that are familiar with today's mobile-enabled users simplifies the authentication process, rather than having to remember and type in a long complex password.

ImageWare's multi-modal biometric user authentication solution adds:

- Increased productivity by making it easier for users to gain access to ClearPass managed resources
- Minimized use of passwords, and reduced cost associated with password administration
- Compliance with various industry regulations, including HIPAA and government security directives

5. HOW IS IMAGEWARE'S SOLUTION DIFFERENT THAN USING TRADITIONAL TOKENS, FOBS, AND KEY CARDS?

Biometrics are like your own personal password that cannot be forgotten, lost, or stolen. Users no longer need to remember complex password rules, or answers to security questions, nor do they need to carry a separate single purpose hardware token.

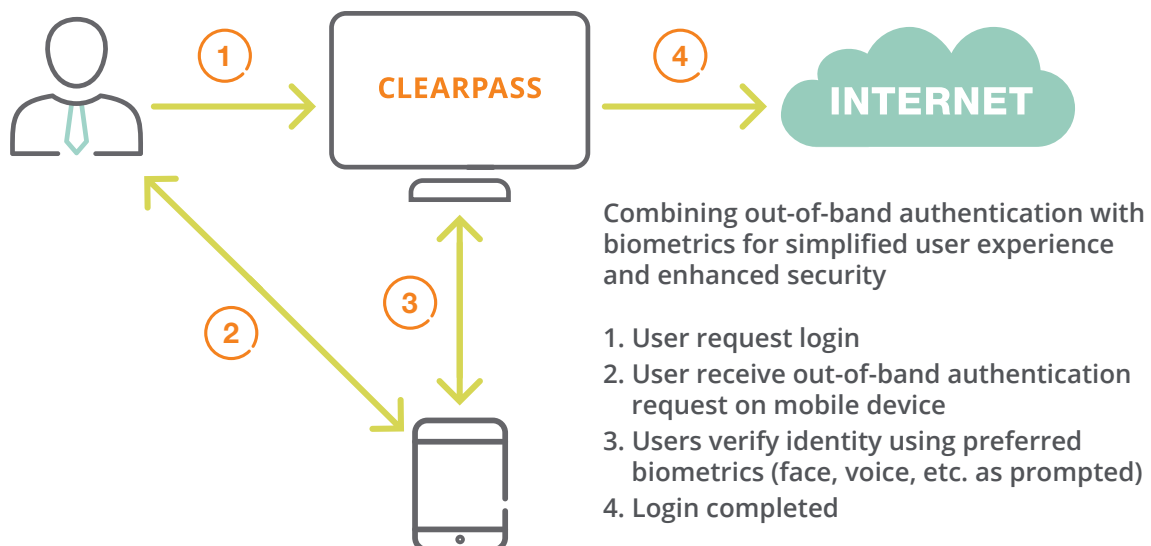
Token/FOB/key card limitations: A user carries an extra device that shows a string of numbers that change on a set time basis. This approach increases security somewhat, but it is expensive due to the purchase of the devices, replacement and management costs. And, it adds another layer of infrastructure and inconvenience for users as they need to keep track of a single purpose device and read/retype codes each time.

	Help Desk Staff	Secret Questions	Email Message	Text Message	Device/Tokens	Single Biometric	Multi-Model Biometrics
IT Labor Costs	High	Low	High	Low	Low	Low	Low
User Setup Efforts	High	High	High	High	High	Easy	Easy
User Usage Efforts	High	High	High	High	High	Easy	Easy
Subject to Loss/Theft	Depends	Depends	Low	Yes	Yes	No	No
Level of Security	Low	Low	High	High	High	Higher	Highest

6. WHAT IS THE HIGH-LEVEL WORKFLOW FOR THE JOINT SOLUTION?

It is a pretty straight forward authentication process. When a user requests a login, a push message will be sent to his/her cell/mobile to ask them to authenticate. The user can choose to capture face, voice, or finger print on their mobile device to identify him/herself.

Recorded demo: <https://www.youtube.com/watch?v=VxxksZwTWR4>



Multimodal biometric user authentication workflow with goverifyid

figure 1.0_040516_imageware-faq

7. HOW CAN CLEARPASS TRIGGER THE USE OF IMAGEWARE'S SOLUTION?

An Aruba ClearPass administrator can setup the authentication policies using the ClearPass Policy Manager to select the ImageWare solution for all users, for specific user roles, or for desired systems.

8. WHAT TYPES OF CUSTOMERS ARE INTERESTED IN BUYING THIS SOLUTION?

- Any customer looking for a better user experience, easier user authentication, reduced password administration costs, and improved security.
- Industries with high interest include: banking, financial services, retail, e-commerce, healthcare, education, utilities, and government agencies.
- For consumer-facing solutions, ImageWare's ease-of-use is very appealing.
 - If using subscription based Wi-Fi access (e.g. frequent flyers going through airports on a weekly basis) ImageWare's biometric identity verification capabilities can easily grant customers access using a simple selfie, passphrase, or fingerprint.
- The same is true for enterprise access, VPN connections, and guest networks or any Aruba ClearPass' use case that requires login/authentication with passwords.

9. WHAT RESOURCES ARE AVAILABLE TO HELP ME SELL THIS SOLUTION?

- A two-page Data Slick describing the combined Aruba ClearPass and ImageWare GoVerifyID solution is available
- Slide deck for presenting to customers, that explains the purpose, usage, and benefits of the joint solution
- Recorded demo to log into a banking website <https://www.youtube.com/watch?v=VxxksZwTWR4>
- ImageWare YouTube channel <https://www.youtube.com/channel/UCjcTr2UMoDRfODCVBD3Ng3A>
- Contact sales@iwsinc.com for inquiries or to setup a live demo

10. HOW IS THIS SOLUTION DEPLOYED/IMPLEMENTED?

The ImageWare solution is provided as a SaaS or on premise solution. It is a truly turnkey solution. No specific coding or implementation needed.

- Integration requires Aruba ClearPass 6.6.

11. HOW IS THIS SOLUTION LICENSED AND SOLD?

Today, customers need to buy ClearPass and the ImageWare solutions separately from each vendor. For more information about ImageWare's solution, please email sales@iwsinc.com.

12. HOW DOES ARUBA SALES BENEFIT FROM PARTNERING WITH IMAGEWARE?

- This allows you to approach customers with the proposition to be in a First-mover position regarding the biometric user authentication space
- IWS' patented, future-proof, multi-modal biometrics ensures Aruba ClearPass, a technology leadership position
- Customers are ensured that ClearPass is In-line with mobile first trends in the IT industry
- When an Aruba prospect is requesting/demanding greater user identity assurance or specifically the use of biometrics for authentication, ImageWare enables Aruba ClearPass to meet their requirements

13. HOW DOES IMAGEWARE BENEFIT FROM PARTNERING WITH ARUBA?

ClearPass is a leading multi-vendor Network Access Control (NAC) and network policy management solution that is deployed in over 5,000 customer networks with the most endpoints under management to date (over 65 million endpoints). Aruba's ClearPass solution offers comprehensive network authentication and authorization services for all IT-managed, BYOD, and IoT devices for wired, wireless, and VPN deployments. For ImageWare, this opens the door to over 25 vertical industries.