






## CASE STUDY

# ORANGE BANK & TRUST COMPANY

*“Our team at Orange Bank partnered with BIO-key to provide our financial institution with a cloud IDaaS solution that delivers advanced biometric authentication. BIO-key provides both biometric authentication and a proven suite of IAM solutions that provide security, flexibility, and value over approaches offered by other vendors.”* – **Kathy Pinto, VP of IT, Orange Bank & Trust Company.**

## About Orange Bank & Trust

-  Industry: Financial Services
-  Users: 200+ desktops (220 employees) across 10 branches
-  Location: Orange County, New York

Orange Bank & Trust is an independent bank founded over 130 years ago. It is the Hudson Valley's premier financial institution, focusing on commercial lending, business banking, and wealth management services. The bank manages more than \$2.2 billion in total assets across its sixteen branches in four counties: Orange, Rockland, Westchester, and the Bronx.

Like many other financial institutions, Orange Bank & Trust faced many unique security requirements

and challenges, such as:

- Personal mobile phones are not permitted at workstations
- Remote employees
- Employees who move from branch to branch

In terms of authentication, these security challenges mean that many common methods – like SMS OTPs – are not options. Orange Bank & Trust turned to BIO-key to provide an authentication solution that met the needs of the bank's unique workflows with Identity-Bound Biometrics (IBB) – part of BIO-key's unified IAM platform, PortalGuard. The advanced biometric authentication solution provided critical support for Orange Bank & Trust's roving users needing to authenticate across multiple workstations with the simple touch of a finger at any workstation fingerprint scanner. With BIO-key, Orange Bank & Trust was able to implement an elegant solution that met stringent security requirements without hampering employee productivity or user experience.

## Existing Challenges & Issues Addressed by PortalGuard and Identity-Bound Biometrics

Before its partnership with BIO-key, Orange Bank & Trust had been using passwords for authentication but had not implemented multi-factor authentication. In addition to being held to strict cybersecurity standards by NYDFS and FFIEC, the bank's employees were concerned about implementing a complex security solution that was difficult to use daily.

With a lean IT team of four technical employees and two analysts, the bank found it difficult to find a solution that was easy to manage from an administrator perspective and easy to use from an employee experience while also being more secure than their password-based authentication.

## The PortalGuard + Identity-Bound Biometrics Solution

Orange Bank & Trust knew they had to move away from passwords but faced a dilemma when pinpointing the right security solution – the bank needed something that met strict regulatory requirements, protected vast amounts of sensitive data, and was easy for employees to use. It turned to PortalGuard with Identity-Bound Biometrics as the ideal solution to meet all the unique requirements and workflows.

While options from DUO and Okta were considered for MFA, Orange Bank & Trust ultimately chose BIO-key's biometric authentication solution for its unparalleled convenience. Other vendors could not support

biometrics or required the use of a mobile app. Personal hardware tokens were considered but ultimately rejected because of their high costs, security vulnerabilities, and somewhat clunky user experience.

BIO-key's Identity-Bound Biometrics emerged as the ideal fit, offering Orange Bank & Trust precisely what it needed to address its unique requirements. Bank employees did not need to carry anything extra, like hardware tokens, or install anything on their phones to authenticate.

*“As far as MFA goes, many of our users took issues with traditional authentication methods. So, when our users heard we were going with a fingerprint scanner, it made life a lot easier for everyone. Being able to scan fingerprints at each workstation was the best-case scenario.”* – **Joshua Crespo, Technical Specialist, Orange Bank & Trust.**

The ability to address authentication with IBB was a game-changer for Orange Bank & Trust: employees could seamlessly and securely authenticate across all workstations while providing an uninterrupted experience for the bank's leadership and executives.

*“The fingerprint solution was the most convenient, secure, and economical option for us – it was the perfect win.”* – **Kathy Pinto, VP of IT, Orange Bank & Trust Company.**

## Top Reasons PortalGuard IDaaS Was the Right Choice



**Convenience & Use of Use:** Orange Bank & Trust needed a solution that wouldn't disrupt its day-to-day operations. With Identity-Bound Biometrics, the bank could take advantage of easy-to-use fingerprint scanners and forego the requirement of carrying any extra hardware or mobile phones.



**Elite Security Measures:** Unlike things you know and things you have, something you are cannot be lost, stolen, forgotten, or shared. Identity-Bound Biometrics provided Orange Bank & Trust with the confidence to be sure the person authenticating was, in fact, who they said they were.



**Expert Implementation & Support:** From day one, Orange Bank & Trust received the utmost support and attention. BIO-key offered the bank dedicated personal support specialists to help resolve any issues while implementing our solution far quicker than the bank anticipated.