



Questions to Ask your Biometric Authentication Vendor

www.sureid.com

Support

SureID provides an unparalleled level of Support. Through our partners and SureID resources, customers have access to support engineers via phone and e-mail as well as easy to understand User Manuals and on-line support resources.

Question	Competition	SureID	Comment:
Do you provide Web Based Support?	???	✓	SureID provides a wide array of on-line and web based support options include: Knowledge Base, User Groups and E-mail Support
Do you Provide Phone Based Support?	???	✓	SureID support options include toll free phone support in the US. SureID partners throughout the world provide Level 1 and Level 2 support to both domestic and international customers.
Do you Provide Support via E-Mail?	???	✓	SureID Support options include the convenience of e-mail based support.
Do you Provide Support in my Local Time Zone?	???	✓	Because of our Check Point relationship, Check Point resellers are pre-authorized as SureID Valued Added Resellers. Because of this ability to leverage the extensive Check Point Reseller Channel, SureID can provide local time zone support in any area of the world where there is a Check Point Reseller or Service Partner.
Do you provide an On-line Knowledge Base?	???	✓	Our On-line knowledge base provides a convenient method to answers questions of any level.
Do you provide and easy to use User Manual?	???	✓	Our intuitive “How to” style of User Manual makes locating what you need easy and fast.

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Installation and Deployment

Historically, the deployment of biometric or other Strong Authentication systems has been a difficult and expensive process. SureID has invested considerable engineering effort to insure that the Installation and Deployment of our products is easy on not only users and administrators, but CFO's as well.

Question	Competition	SureID	Comment:
Do you provide seamless integration with VPN clients from Major manufacturers?	???	✓	SureID seamlessly integrates with all popular VPN Clients. Our installation software detects and appropriately install with clients from the following manufacturers: Check Point (OpSec Certified) Cisco Microsoft
Do you provide a flexible installation process?	???	✓	SureID comes with many flexible installation options. SureID Windows InstallShield can be launched manually or via Auto-Install from the CD. It may also be installed Remotely using Microsoft SMS or other MSI compatible methods.
Is your product Certified to run on multiple Hardware/Software platforms?	???	✓	SureID is Microsoft Certified and Seamlessly installs on multiple Windows platforms and Hardware platforms. It is independent of the servers on the back-end, so that is never a concern.
Do I need consultancy or other specialized resources to deploy the system?	???	✓	No SureID required no specialized resources to deploy our system. No biometric knowledge is necessary; no dedicated administrative support is required. SureID is most often deployed by the end user or via remote distribution by your normal Windows administrative personnel.
Do you provide a cost flexible/cost effective means of enrolling users?	???	✓	Yes! Historically, the most expensive aspect of deploying biometric or any other Strong Authentication system has been the user enrollment process. SureID offers many enrollment options in conjunction with the Software deployment method used. While Central Enrollment is an option, most users use SureID Self-enrollment or Auto-Enrollment features. By default, if a user if not previously enrolled, Auto-Enrollment is initiated the first time the users attempts to establish a VPN connection.

What footprint does your client occupy?	???	✓	SureID has low disk, memory and CPU requirements. It is Microsoft Certified and will not conflict with other programs/drivers installed on the users PC.
What are the compatibility requirements of your system to our back end servers and authentication system?	???	✓	SureID is independent of your back end system and works with any operating environment.
Does your system work with a variety of Biometric devices?	???	✓	SureID has standardized on Finger Scan technology because of the maturity, acceptance and price/performance of this biometric technology. We have developed partnerships with industry leading biometric device manufacturers Siemens and Digital Persona. However, the SureID technology is not specifically tied to any particular Biometric or device manufacturer. Because of this, we offer customers the option to deploy systems using other biometrics from a wide range of manufacturers and are Plug and Play compatibility with a wide range of Biometric input devices.
Do your system allow for Central Policy Management?	???	✓	SureID can function as your Central User Authentication, Authorization and Administration services.
Seamless Integration with Existing Authentication systems:	???	✓	SureID seamlessly integrates with your existing Authentication Database including: <ul style="list-style-type: none"> Radius Active Directory NT Domain LDAP Cisco ACS Etc.

Security

Deploying a VPN is one of the most cost-effective decisions a company can make. However, deploying a VPN extends the User/Password vulnerability beyond the physical confines of your company. SureID fixes this vulnerability. We employ a host of proprietary and Gold Standard Security Algorithms to insure the integrity of the users accessing your corporate information over your VPN.

Question	Competition	SureID	Comment:
Do I need to buy a central authentication Database?	???	✓	No. The flexibility of the SureID system is unsurpassed. SureID operates in multiple modes. Your system can operate using the SureID Biocade Central Authentication Server or in a client only mode performing the biometric authentication locally. When using the SureID central authentication server, the user further has the option of passing biometric data to the server or performing biometric authentication locally and verifying the user with the Biocade server without transferring biometric information over your VPN connection. This flexibility allows SureID to meet the requirements and security policies of the Large Enterprise as well as the Small/Medium Business.
Does your system dictate what my authentication Security Policies should be?	???	✓	SureID recognized that the key to an effective Security implementation is an effective Security Policy. Security Policies vary according to the vulnerabilities, requirements and budgets of our clients. Consequently, the SureID system does not dictate security policy. Rather, it provides the flexibility to accommodate the users policies. For example, SureID supports following: <ul style="list-style-type: none"> Strong Password Algorithms One-time Passwords Auto-Password Replacement Digital Certificates Biometric Panic Finger Re-authentication Scheduling Credential Retirement Random Secret Enrollment
What is 3-Factor Authentication?	???	✓	Authentication factors are defined as 1) What You Know, 2) What You Have and 3) What You Are. Tokens, Smart Cards and Pins rely on 1 or 2 factor authentication. 'What

			You Have' and 'What You Know' can be forgotten, lost, stolen or shared. SureID uses all 3 Factor to implement the strongest authentication system possible.
Where is my biometric information stored and how is it protected?	???	✓	SureID uses Industry Gold Standard Security Algorithms to protect your Biometric and User Credentials. Biometric and Underlying User Credentials are 3DES encrypted and stored in a Tamper Resistant container. SureID further protects you biometric and user credentials using proprietary Tamper Detection algorithms. Designed to accommodate flexible Security Policies, SureID allows you to define what action is taken upon Intrusion Detection.
How is my biometric information protected while performing authentication?	???	✓	SureID uses Proprietary and Industry Gold Standard Security Algorithms such as ASE, SHA and IKE to protect your Biometric and User Credentials during the authentication process. Our patent pending BIKE and Biocade3 technologies insure biometric credentials are never exposed during the authentication process. Biocade3 requires 3 separate authentication steps before granting user access to your VPN. Even should a breach occur, SureID's Perfect
Can I change my biometric information and how would this action be authenticated?	???	✓	Yes, SureID provides the flexibility for a user to change or update both their User and Biometric credentials. For a user to change underlying credential, they must authenticate using their existing biometric credentials.
Does your system support One time Passwords and Auto Password Replacement?	???	✓	Yes. By implementing the SureID Biocade Authentication Server, SureID can accommodate Password Security Policies requiring One-Time and Auto-Password Replacement.
What other security measures are implemented in your software?	???	✓	SureID software has implemented advanced security protection includes Replay Protection and Anti-Spoofing and Anti-Impersonation algorithms

Ease of Use Features

SureID's Ease of Use offers the Customer Demonstrable return on investment by freeing them from the problems associated with other strong authentication methods

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Does your system provide for 'One touch' authentication?	???	✓	Yes, SureID simplifies the User Login process. Simply laying a finger on the SureID Finger Scan devices allows an authorized User to gain access to the VPN.
Does your system provide for additional authentication methods before unlocking access?	???	✓	Yes! With SureID you can strengthen your authentication process by adding additional authentication factors. SureID can be used in conjunction with PIN's, additional Finger registration or traditional passwords.
Will your system increase productivity by eliminating the problems associated with the use of Passwords, token, PINs?	???	✓	Yes! Implementing SureID biometric authentication provides strong 3-factor authentication while eliminating the use of password, PINs, tokens or Smart Cards.
Does your software provide meaningful End User Feedback?	???	✓	The SureID software provides meaningful user feedback to users during the enrollment and authentication process.
Does your software provide for Fail-Safe Operation?	???	✓	Should anything happen to the Biometric input that would prevent the user from authenticating using biometric data, SureID provides both fail-safe operation and the ability for the user to gain contingent access to the VPN. This contingent access consistent with the security policies of the organization.
Does your system provide for re-enrollment of Biometric and User Credentials?	???	✓	Yes, SureID provides the flexibility for a user to change or update both their User and Biometric credentials. For a user to change underlying credential, they must authenticate using their existing biometric credentials.
Does your system provide Reporting and Auditing capabilities?	???	✓	Yes. By implementing the SureID Biocade Authentication Server, SureID can accommodate various Reporting and Auditing functions.