TECNICS

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TecTANGO: Touch-less Authentication for Retailers & Shop Floor Workers

Branch employees, sales staff in outlets, production managers or workers in the manufacturing industry, workers in a retail store and others share the same workstation for their day to day operational needs. This work may require them to move around within a site accessing several shared workstations to perform their day to day work.

There are 2 approaches for an organization to provision a shared workstation -
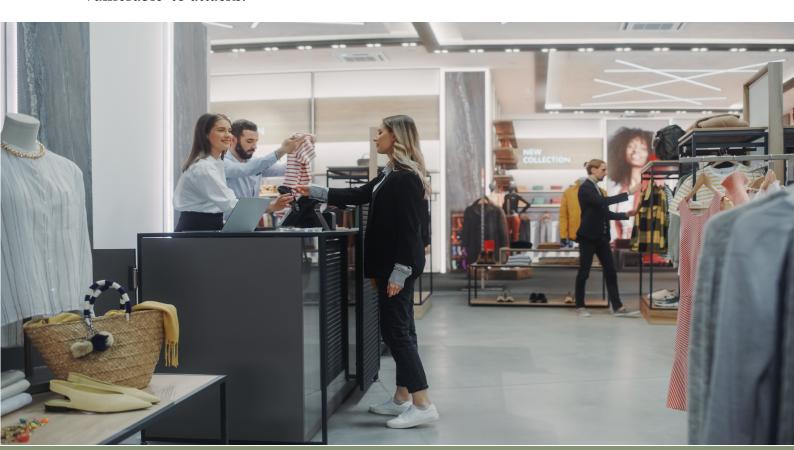- They use a shared account with auto login to access the Windows session without password.
- They use a shared account with a known password which they enter manually on each workstation.

The challenge with both the approaches of accessing a shared workstation are -

While the Windows auto login feature is convenient, it lacks an audit trail that records who authenticated to the workstation and at what time, making it difficult to monitor user activity.

Rotating password of a shared account can be challenging

- Complex passwords can be more difficult to remember, especially if they include complex characters, which can lead to users writing down their passwords or leading to more frequent password resets and increased frustration.
- Longer passwords can be more prone to typing errors, especially if they include complex characters, which can result in users getting locked out of their accounts or needing to reset their passwords more frequently. This drastically reduces productivity.
- Coordinating the rotation of passwords among multiple users can be difficult, especially if the users are in different locations or time zones.
- Users may resist changing their long passwords if they have memorized them, which can result in the passwords being used for longer periods and becoming more vulnerable to attacks.

To help meet these challenges, Tecnics + Okta offers TecTANGO which allows employees to quickly access KIOSK machines (multi-user desktop) or POS systems without having to enter passwords. With just a simple tap of a proximity card or flashing a QR code in front of a computer's camera, allows multiple users to use the same workstation in succession under the same Windows user session, but with a separate SSO authentication profile. Every user is automatically logged-in to various business applications with their own credentials.

With TecTANGO in place, employees have immediate access to all the features needed to ring up sales and process payments of any kind (i.e., cash, check, credit card, and debit card) or a shop floor worker accessing the workstation to check parts inventory without needing to remember multiple passwords. There's no switching back and forth between different peripherals. The upshot: Transactions are completed in a timely manner, and customers are out the door faster - increasing productivity with a Tap of a badge or a scan of QR code.
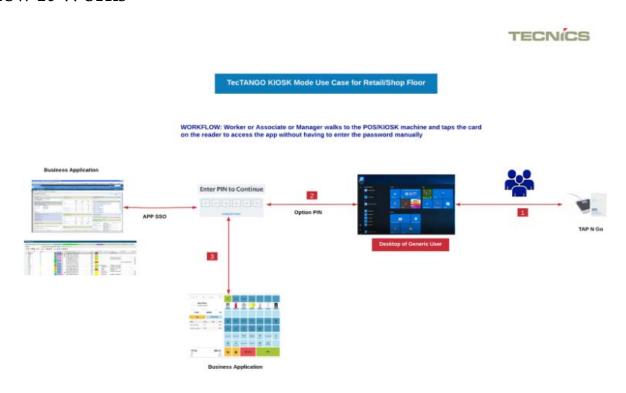
Key Features:

Frictionless & Secure access to KIOSK machines and applications - Tap-in, Tap-out, Tap-over or just Scan a QR code

- Fast user switching without having to close then open a Windows session.
- Enhanced mobility and collaboration- Session carry-over from one workstation to another as an associate/manager moves throughout store
- Supports Proximity Card, QR Code, PIN & Okta MFA
- Improved operational efficiency and productivity
- Tested and validated design for nonstop access to KIOSK machines
- Centralized web-based management console for IT and help desk
- Sign-on policy configuration & configurable tap out behavior
- Reset card enrollment for the associate
- Block compromised card to prevent fraud
- Supports VDI environments like Citrix, VMWare Horizon , Microsoft RDS etc.
- Self-service badge enrollment without IT assistance
- Supports System for Cross-domain Identity Management (SCIM) for automated provisioning & de-provisioning of users
- Easy installation and administration
- No changes needed in the business applications

Security Benefits:

- Passwordless access to machines and applications - One less thing to remember,   employees can forget their password now.
- Every user and machine has an identity
- Supports contextual based access controls to machines
- Time-based access control: restricts access based on the time of day or day of the week.
- Machine-based access control: allow access to certain machines based on site code or facility code
- Badge-based access control: restrict certain badges from accessing specific machines
- Deep Integration with Okta with user onboarding/offboarding
- Support OpenID Connect for enrollments
- Auditable trail of all user activities
- Privacy Shield Policy: This policy allows organizations to obscure PHI/ Sensitive data on the shared machine and minimize the security & safety risks. It provides clear indication of who is logged in to the machine and also provides instruction if another user wants to use the system.
- Automatic sign-out from unattended POS and KIOSK system
- Information protection, governance, and compliance measures in place to minimize security and safety risks.

How It Works

Enhanced mobility and collaboration

You can give access to the authorized employees at multiple workstations with a single flash of a keycard or proximity card or QR code, enabling them to easily access the various machines that might be placed across your facility. It also allows multiple user logins on the same workstation to encourage collaboration through fast user-switching.

Improved operational efficiency and productivity

Associates can access all the POS systems with the tap of a card, improving productivity and lowering fatigue. You can integrate the key card into the employee IDs or badges, ensuring they are always carrying them and that they don't lose them. This way, the staff don't need to think about authorization processes. They can focus on their work without technology that does not directly concern their work getting in the way of their routines.

One Tap accessibility saves time

Retailers of all sizes can use TecTANGO to deliver faster service. TecTANGO provides a reliable, secure, and fully-integrated login solution. It eliminates redundant precautionary measures. Associates do not need to memorize separate passwords or cashier numbers for every tool, eliminating the possibility of processes being stuck due to an employee forgetting their credentials. It gives access promptly without sacrificing the security of the system.

Enhances customer satisfaction by minimizing friction

TecTANGO enables shared KIOSK systems. Employees and managers do not have to face friction when logging into desktops and applications. There are two major reasons behind sales friction–typically long wait times and a lack of clarity in the transaction process. Rather than going through the hassle of entering usernames and passwords continuously throughout the day, you can simply tap your badge every time you need authorization.

Why Tecnics?

Tecnics Consulting inc is a global leader in identity, privilege access and governance services. Tecnics aims to become a natural extension of your business, and to deliver the best possible value in innovation and operation of an optimal IT and technology platform. Headquartered in Houston, Texas (U.S.). Founded in 1998, our collaborative workforce includes 800+ consultants and associates globally with experience in implementing thousands of projects.

For more information, contact sales@tecnics.com
Corporate Office:
5177 Richmond Ave #570,
Houston TX 77056
Phone: 281-501-1418

TECNICS

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For more information, please contact us at 281-501-1418
or visit us online at www.tecnics.com