

Frontline Team Member Passwordless MFA



ABM at a Glance



Founded in 1909 | \$8 billion in revenue



350+ US and international locations



20,000+ clients | 100,000+ team members



FACILITIES ENGINEERING

Our **10,000+** certified engineers keep buildings running



JANITORIAL

Each day, we clean **4+ billion** sq. ft. of buildings



HVAC & MECHANICAL

We service and maintain **500,000+** heating and cooling systems



MISSION CRITICAL

We service and maintain **35+ million** sq. ft. of data center spaces



PARKING & TRANSPORTATION

We collect **\$2+ billion** in parking revenue for our clients



ELECTRICAL

We **rank #1** in EV charge port installation in the U.S.



ENERGY

We've reduced our client's average energy use by **30%**



LANDSCAPE & TURF

We maintain **55,000+** acres of landscaping & golf courses

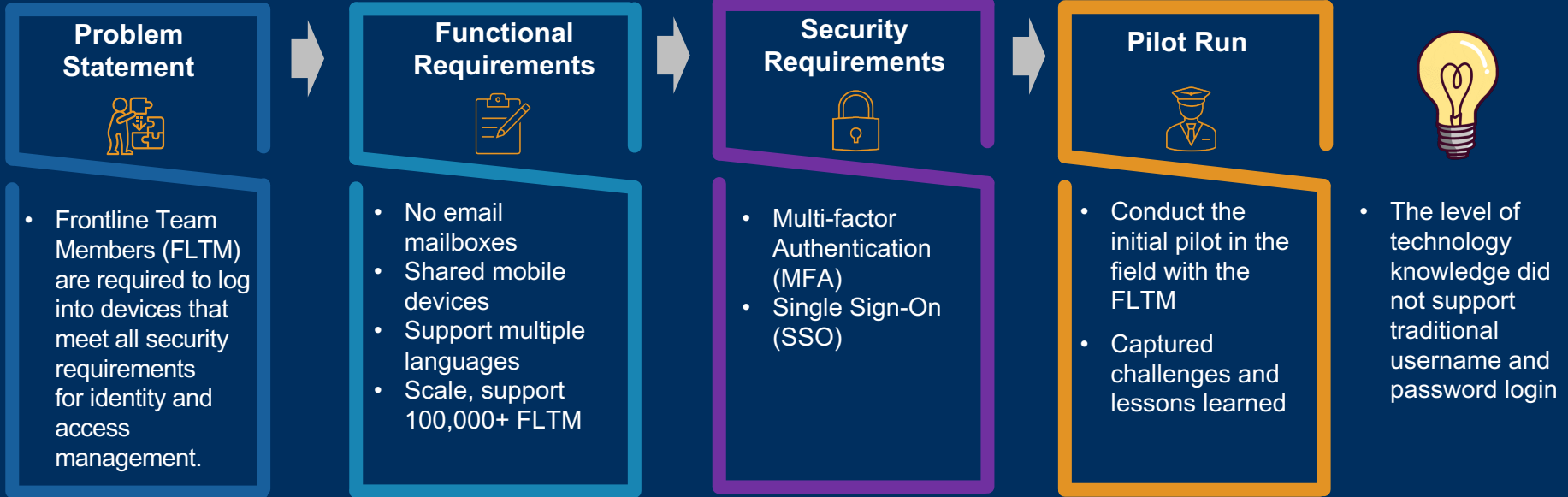
Market-leading provider of comprehensive facility services with best-in-class presence and client relationships

Unparalleled reach | Diverse commercial portfolio | Trusted reputation

CSO50 |

PRODUCED BY CSO

We Have a Problem



Passwordless Enterprise

Stop MFA Compromise

- FIDO2 and Cloud Biometrics stop phishing and MFA push-based attacks

Simplify Passwordless Deployments

- Self-service enrollment enables fast and secure enterprise-wide deployments

Enable Frontline Workers

- Seamless MFA for frontline workers on Android and iOS shared devices



Strong Customer Authentication

Stop Account Take Overs

- Protect users from phishing and social engineering attacks
- Secure accounts with Account Owner rooted Biometrics

Meet PSD2 and 3DS2 Requirements

- Irrefutable audit trail with signed transaction details
- FIDO2 standard authentication

Authenticate Based on Risk

- FIDO2 Passkeys
- Cloud Biometrics
- Cloud + Passkey

Frictionless Customer Onboarding

Reduced Abandonment

- Frictionless liveness and biometric matching
- 2-sec biometric capture

Quickly Identify Customers

- 700ms for identity results
- Largest document support database globally, 13,000+

Streamline CIP and KYC

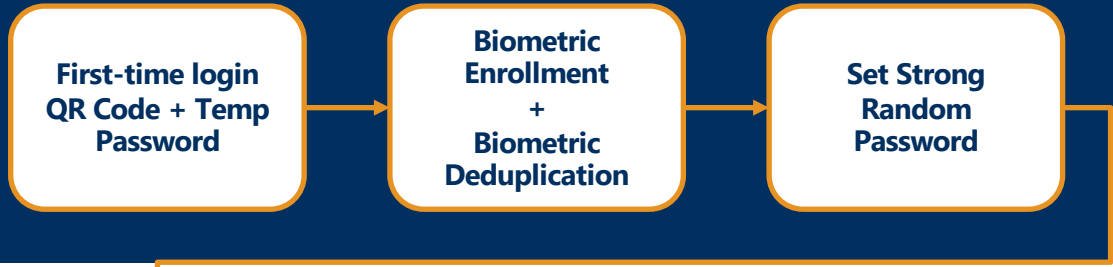
- Consolidate compliance under one vendor



The Solution

Onboarding

Frontline team members (FLTM) go through a simple self-service onboarding process that validates the uniqueness of the biometric and sets machine generated password unknown to any user or system.



Authentication

FLTM scan a QR code located on their badge followed by a biometric capture. Authentication is only allowed from managed ABM-issued devices.



Security + Usability

FLTM perform MFA across shared devices without key fobs, SMS OTP codes or passwords.



How it Works



Passwordless Authentication is a method that allows frontline team members (FLTM) to gain access to an application or IT system without entering a password or answering security questions. Instead, FLTM provide some other form of evidence such as a fingerprint, proximity badge or hardware token code.

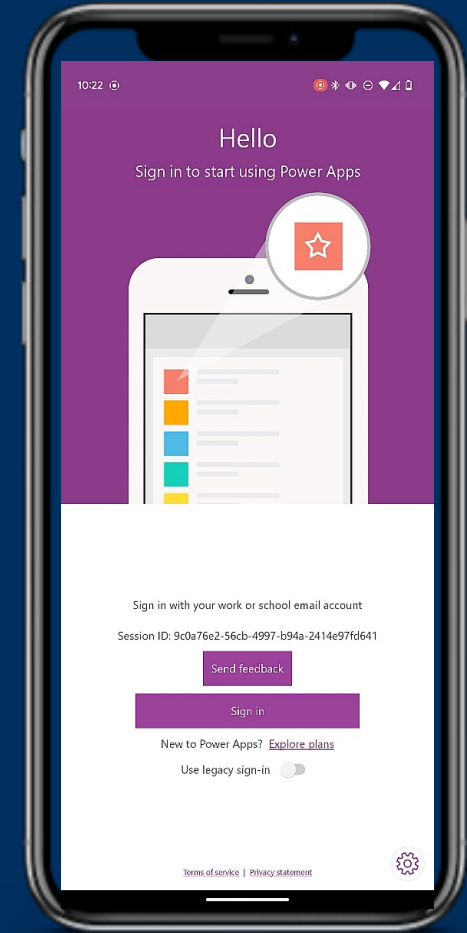
ABM's Recipe

- **Biometrics** – Something you are
- **QR Code + Device** – Something you have

Embedded Benefits

- Multi-factor Authentication
- Single Sign-On
- Elevating the user experience

ABM + authID
NEXTGEN ACCESS



Lessons Learned

Lesson #1



Business & FLTM-Centric:

The optimal solution resides between business needs, FLTM abilities, and keeping the environment safe from unauthorized access to data, applications and devices.

Lesson #2

≡ CULTIVATE SUCCESS
from failure ≡

Fail Fast: Being agile in identifying and addressing problems quickly gave us time to improve the overall solution to bring value to FLTM.

Lesson #3



Trusted Partnership: ABM and authID focused on collaboration and thought leadership to work through various challenges.

Thanks to the **ABM+authID** Team...



- Danyel Anderson, ABM IAM Sr. Director
- Jatinder Batra, ABM Consultant
- Jeremiah Mason, authID Chief Product Officer
- Kristina Coyle, ABM IAM Sr. Architect
- Marie Paterson, ABM Enterprise Change Consultant
- Max Umarov, authID SVP Solutions Engineering
- Michael Harewood, ABM System Engineer
- Paul Quach, ABM IAM Engineer
- Randy Reams, ABM Client Computing Engineer
- Stephanie Franklin-Thomas, ABM SVP & CISO
- Taylor Alsobrook, ABM Sr. System Engineer
- Thomas Szoke, authID Chief Technology Officer & Founder