

Customer Fact Sheet



U.S. Department of Veterans Affairs Imageware Credentialing

Customer Details

U.S. Department of Veterans Affairs
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Industry: Federal Government
Employees: 377,805
Annual Budget: \$243 billion USD
Veterans Served: 9 million annually
Outpatient Sites: 1,074
Medical Centers: 170

Contract Details

Original Contract Date: 2006
Original Contract Value: \$1.7 million
Total Value to Date: \$13.8 million
Current Status: Active. Under ongoing maintenance and support agreement.

Sites: 225
Identities Enrolled to Date: >1M

Quote

"This new contract reflects the VA's confidence in Imageware and speaks to the quality of our products and services. This is another example of how the scalability and interoperability of our biometric identity management solutions help our customers meet compliance standards." – Jim Miller, CEO of Imageware.

Statement of Need

The Department of Veterans Affairs (VA) is a Cabinet-level executive branch department of the federal government charged with integrating life-long benefits and healthcare services to eligible military veterans at VA medical centers located throughout the country.

In 2006, the VA sought a way to easily create secure, personalized PIV cards for employees and contractors to govern physical and logical access while also ensuring HIPPA compliance.

ImageWare's Solution

Imageware was selected by the VA to support their rollout of Homeland Security Presidential Directive 12 (HSPD-12). Our solution provides the VA with a large-scale agency-wide biometric identity management system that enables them to produce Personal Identity Verification (PIV) credentials.

At the time, the project was the largest HSPD-12 agency deployment, and likely remains so, with more than 1 million identities enrolled to date. Imageware's solution is used to enroll and manage multiple biometrics, including face, fingerprint, and fingerprint minutia, provide identity proofing, vet individuals to prevent fraud and duplicate registrations, and manage all biometric devices.

The PIV cards are encoded with four certificates along with facial and fingerprint information. Imageware's solution manages enrollment of biometric fingerprint templates into the Imageware Biometric Engine and caches the record.

Once the user is enrolled, their identity information is picked up and managed by the Card Management System. To fully activate the card for logical and physical access, the user is sent through a verification and inspection process. Captured information is transmitted for criminal background checks.

Through this long-term program, Imageware has delivered secure patient and employee information, backed by industry leading biometric technology with tools for easily designing and creating biometric PIV cards.