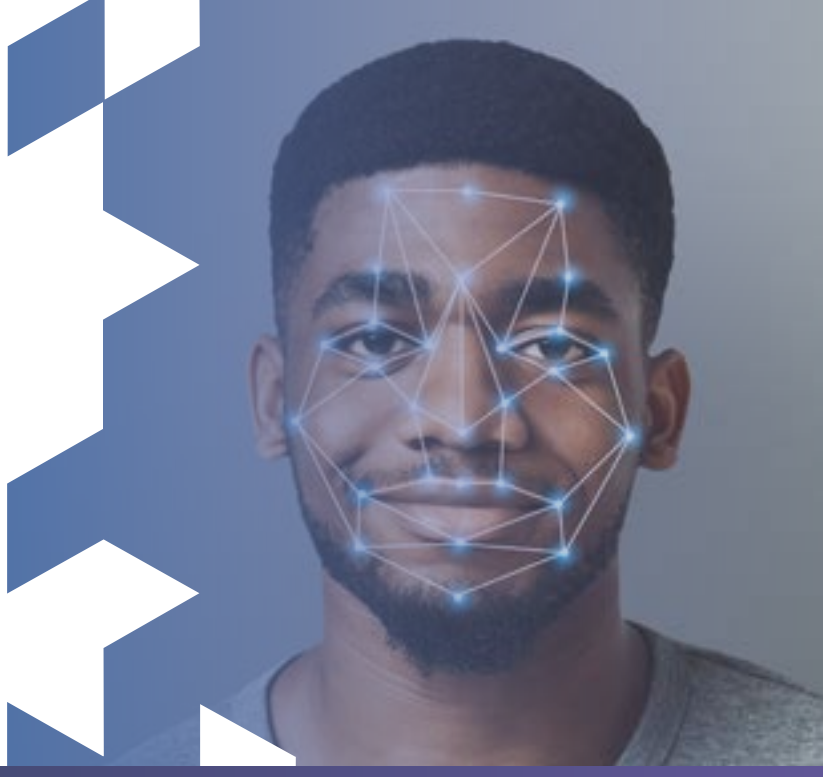
imprivata

DATASHEET

Imprivata face authentication

Modern biometric authentication for secure, seamless access



Imprivata face authentication delivers a highly secure and convenient method of authentication, enabling organizations to verify user identities quickly and reliably. Imprivata face authentication is especially well-suited to dynamic clinical environments, with many shared devices, since the user can enroll once, then authenticate using face authentication across devices. It also works for clinicians while wearing masks and does not require any specialized cameras.

Built with privacy, security, and scalability in mind, this solution is designed to streamline authentication while maintaining the highest standards of regulatory compliance and user experience.

Customer benefits

Enhanced security

- Delivers a "what you are" factor that can be combined with a "what you have" factor or a "what you know" factor for multifactor authentication (MFA)
- Liveness detection ensures the image in front of the camera is a live person, to detect and prevent various spoofing attempts, such as photos, videos, or 3D masks
- Face authentication data is encrypted and stored separately for each organization in specific tenants of the Imprivata Cloud Platform and cannot be accessed by other customer organizations

Frictionless user experience

- This seamless access method dramatically simplifies authentication, as it does not require the user to memorize secrets or carry extra devices
- A high degree of accuracy combined with 1:1 matching equates to a fast and reliable user experience
- Data is centrally stored so the user can enroll their face just once to use face authentication across multiple devices, with no need to re-enroll if a new device is issued
- During enrollment, real-time feedback helps users adjust for optimal capture conditions
- The Imprivata approach minimizes demographic bias with tested neural networks and diverse training datasets so that all users benefit from fast and secure authentication using face authentication

Scalable and cost-effective

- Leverages widely available camera devices to reduce deployment costs and speed up rollout, and does not require infrared cameras as other solutions do
- Reduces operational costs with faster login times, especially when MFA is required
- Reduces help desk burden with a secure combination of face authentication plus SMS OTP for self-service password reset (SSPR)

Compliance-ready

- Meets regulatory standards, including the DEA's requirements for Electronic Prescribing of Controlled Substances (EPCS) in the US, as a secure and frictionless second factor for workflows that require two-factor authentication
- Built-in biometric consent and revocation workflows support legal compliance

Key capabilities

High accuracy and reliability

- **False Match Rate (FMR)** may occur in only 1 of 1,000,000 comparisons, making it very unlikely that the system falsely declares a match between an imposter and genuine user
- Independent testing reports **False Reject Rate (FRR)** as low as 0.00024, ensuring precise matching even at strict thresholds so that genuine users gain access

Passive liveness detection

- Validates that a live person is in front of the camera, without requiring user action, delivering high security that requires no extra steps from the user
- AI-based analysis considers facial sharpness, size, lighting, position, and angle for real-time verification that is extremely accurate and even works if the user is wearing a surgical mask

Privacy and data security

- Data at rest encrypted with **AES-256** and data in transit between components is secured with **TLS 1.2+** server authentication
- Includes the ability to provide and revoke consent, allowing customers the ability to incorporate language to meet their compliance needs
- Embedded face-matching technology has been recognized for achieving high accuracy with minimal demographic bias in independent testing, including NIST evaluations where it demonstrated some of the lowest differential error rates across demographic groups
- For strict data isolation, each organization operates in a separate tenant of the Imprivata Cloud Platform, running on AWS

Global Support

- Hosted in **US-East (USA)** and **EU-West-1 (Ireland)** AWS regions to comply with local data residency requirements

The Imprivata advantage

Imprivata face authentication delivers high-accuracy biometric authentication, especially for clinical environments that rely on shared devices and clinicians being able to login while wearing masks. With Imprivata face authentication, users only need to enroll their face once to then use it on any device, and the service does not require specialized cameras, such as the infrared cameras required by some vendors.

With liveness detection and 1:1 matching, face authentication ensures secure, reliable access while simplifying authentication by eliminating the need for passwords or extra devices. Self-service password reset can leverage face authentication plus another factor like SMS for a secure and user-friendly method that alleviates the helpdesk burden and associated costs. Crucially, privacy and security are inherent in the system with built-in user consent, along with secure capture, storage, and usage of biometrics and templates.

imprivata®

Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. Imprivata's platform of innovative, interoperable access management and privileged access security solutions enable organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership.

For more information, please contact us at:

Global headquarters USA
Waltham, MA
Phone: +1 877 663 7446
www.imprivata.com

European headquarters
Uxbridge, England
Phone: +44 (0) 208 744 6500
www.imprivata.com/uk

Germany
Langenfeld
Phone: +49 (0) 2173 99 385 0
www.imprivata.com/de

Australia
Melbourne
Phone: +61 3 8844 5533

Copyright © 2025 Imprivata, Inc. All rights reserved. Imprivata is a registered trademark of Imprivata, Inc. in the U.S. and other countries. All other trademarks are the property of their respective owners.

3342-2025_PA-DS-face-recognition