

Customer Stories

Centralized Biometric System Strengthens Security and Efficiency at HBL



About UNION biometrics

UNION biometrics is a global leader in biometric security, delivering comprehensive, high-performance access control solutions and premium multi-modal recognition devices built on proprietary technologies and patented anti-spoofing methods, protecting critical infrastructure, corporate, and government facilities worldwide through a trusted global partner network.

Overview

HBL, Pakistan's leading bank, was established in 1947 as the nation's first commercial bank. Since then, it has expanded into the largest private sector bank in Pakistan, operating more than 1,700 branches and 2,300 ATMs worldwide, and proudly serving over 37 million customers.

Challenge

HBL had conducted multiple initiatives to deploy various biometric devices across its nationwide network. One of the key challenges was ensuring real-time log data transmission from more than 1,600 branches to the headquarters. With around 70,000 fingerprint clock-ins every morning and a similar number in the evening, the data volume was immense.

The bank also faced serious data loss issues, which were unacceptable under strict banking policies and security requirements. Therefore, it was crucial for the devices to support push data technology to enable real-time synchronization without manual downloads.

Another major challenge was that employee mobility—bank staff were frequently reassigned between branches on a daily, weekly, or monthly basis. HBL needed a centralized software system capable of managing all users seamlessly, ensuring uninterrupted clock-in and clock-out operations regardless of branch transfers.

Additionally, the bank sought to implement face recognition devices with mobile key access for executives in its new headquarters building.



Customer

Habib Bank Limited



Partners

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Industry

Banking



Location

Pakistan



Product/Solution

AC2100/
UBio-X Face Pro



Solution

The proposed model included 1,700 AC-2100SC devices for branches and 80 UBio-X Face Pro SC units for the headquarters. To manage the large-scale deployment, HBL divided its network into four zones, each supported by a high-spec server connected to a central HQ server via SQL Server. Around 420 devices were linked to each zone server.

For faster authentication, a 1:1 verification method was applied for employee clock-in/out. Branch managers monitored local attendance, while the HQ maintained full visibility across all branches through the central system.

The solution was integrated with the bank's HR software to automate monthly payroll processing. A blacklist employee feature was also implemented to prevent rehiring of restricted individuals, ensuring compliance with banking policies.

The system has been successfully deployed and is operating smoothly, earning strong satisfaction from HBL.

Value Delivered

UNION biometrics' integrated solution enabled HBL to establish a secure, centralized attendance system across its nationwide network. Real-time data synchronization eliminated manual handling and data loss, ensuring compliance with strict banking standards. The system simplified staff mobility, automated payroll processes, and reinforced internal security through blacklist management. At the headquarters, face recognition with mobile key access enhanced both executive convenience and overall security efficiency.

At a Glance

UBio-X Face Pro



Experience, Beyond Security

Next Generation Multi-Performance Biometric



- 5" IPS LED touch screen
- Walk-through facial recognition up to 4m
- Advanced anti-spoofing technology
- Large capacity: up to 500,000 users & 10M logs