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# Survey Aims & Methodology

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- Managed & Published by Goode Intelligence
- Sponsored by ID R&D
- To discover views and opinions from companies that have deployed or are thinking of deploying biometrics
- Survey ran in March and April 2021
- Total of 220 respondents from around the world from enterprise, government, healthcare, BFSI and technology sectors
- Presented at the Biometric Summit 2021 (April 13<sup>th</sup> 2021)



# Survey Highlights

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- 73 percent are using biometrics to ensure good customer and user experience
- 64 percent are prioritising technology that supports remote onboarding
- As a result of COVID-19, 45 percent are using biometrics ‘significantly more’ and ‘more’
- 55 percent are already using biometric authentication technology
- 75 percent are using biometrics for Identity Verification (proofing)
- 41 percent feel that the current threat from biometric spoofing attacks is ‘very high’ and ‘high’
- 55 percent believe that liveness detection is ‘very important’ in combating biometric spoofing attacks

# Analyst Viewpoint

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As you can see from the survey highlights, biometric technology is now commonplace with 73 percent of the survey respondents using biometrics to ensure good customer and user experience, 55 percent using biometric authentication technology and three quarters (75 %) using biometrics for identity verification.

A significant area of growth for biometrics is to support remote onboarding with 64 percent prioritising technology that supports the process. COVID-19 has obviously had a huge impact on our lives and as a result of Covid-19, 45 percent are using biometrics 'significantly more' or 'more'.

Our respondents do have significant concerns from using biometrics in particular from the threat of biometric spoofing attacks with 41 percent feeling that the current threat from biometric spoofing attacks is high or very high.

There is however, good awareness of the importance of combating biometric spoofing attacks with 55 percent believing that liveness detection is very important in combating biometric spoofing attacks.

# Full Survey Results



**THE  
BIOMETRICS  
SURVEY  
2021**

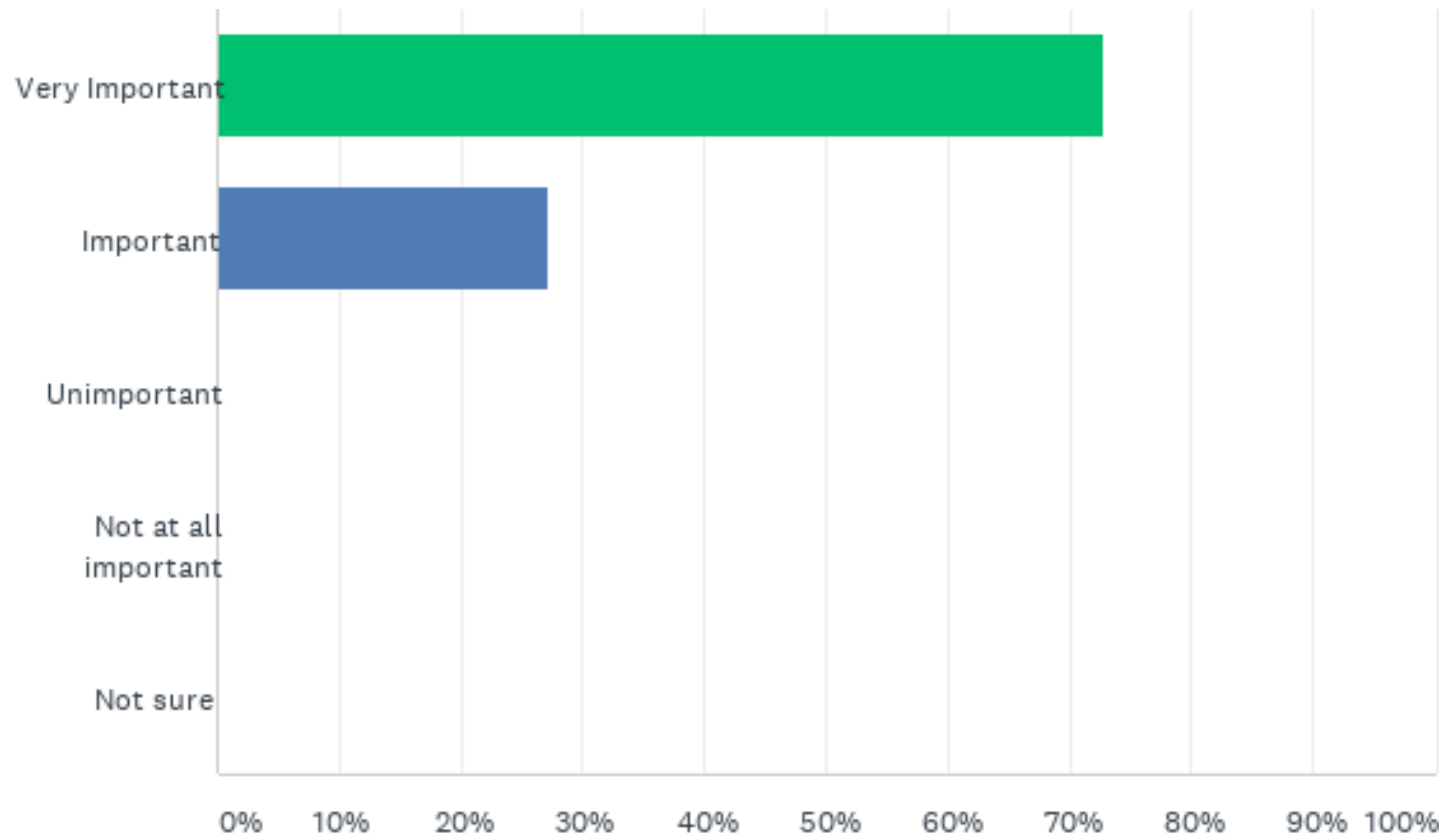
**BIOMETRIC  
SUMMIT  
2021**

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# Q1: How important is customer/user experience for your organisation?

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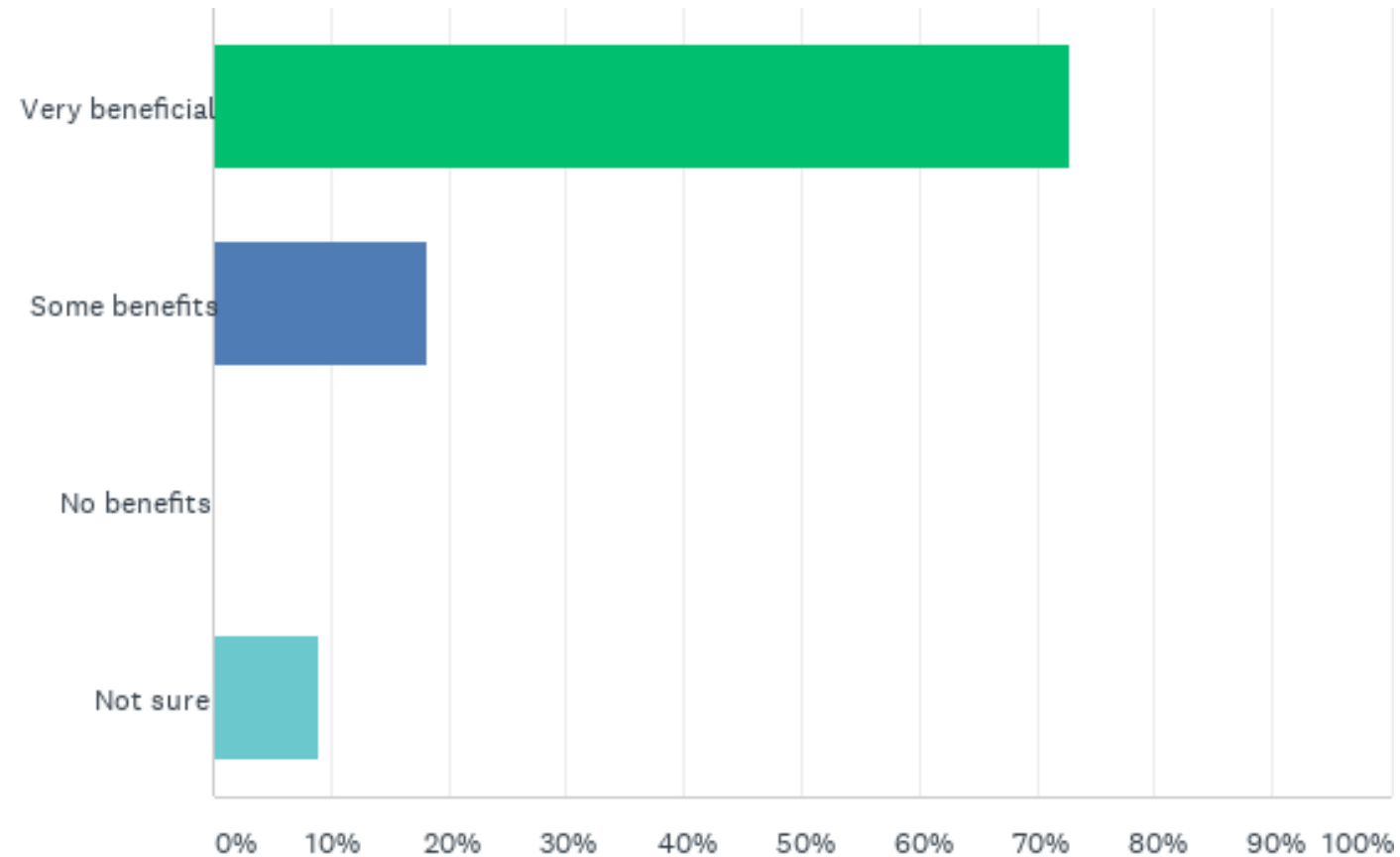
# Q1: How important is customer/user experience for your organisation?

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ANSWER CHOICES	RESPONSES
Very Important	72.73%
Important	27.27%
Unimportant	0.00%
Not at all important	0.00%
Not sure	0.00%

# Q2: How beneficial do you view using biometrics in your organisation to ensure good customer and user experience?

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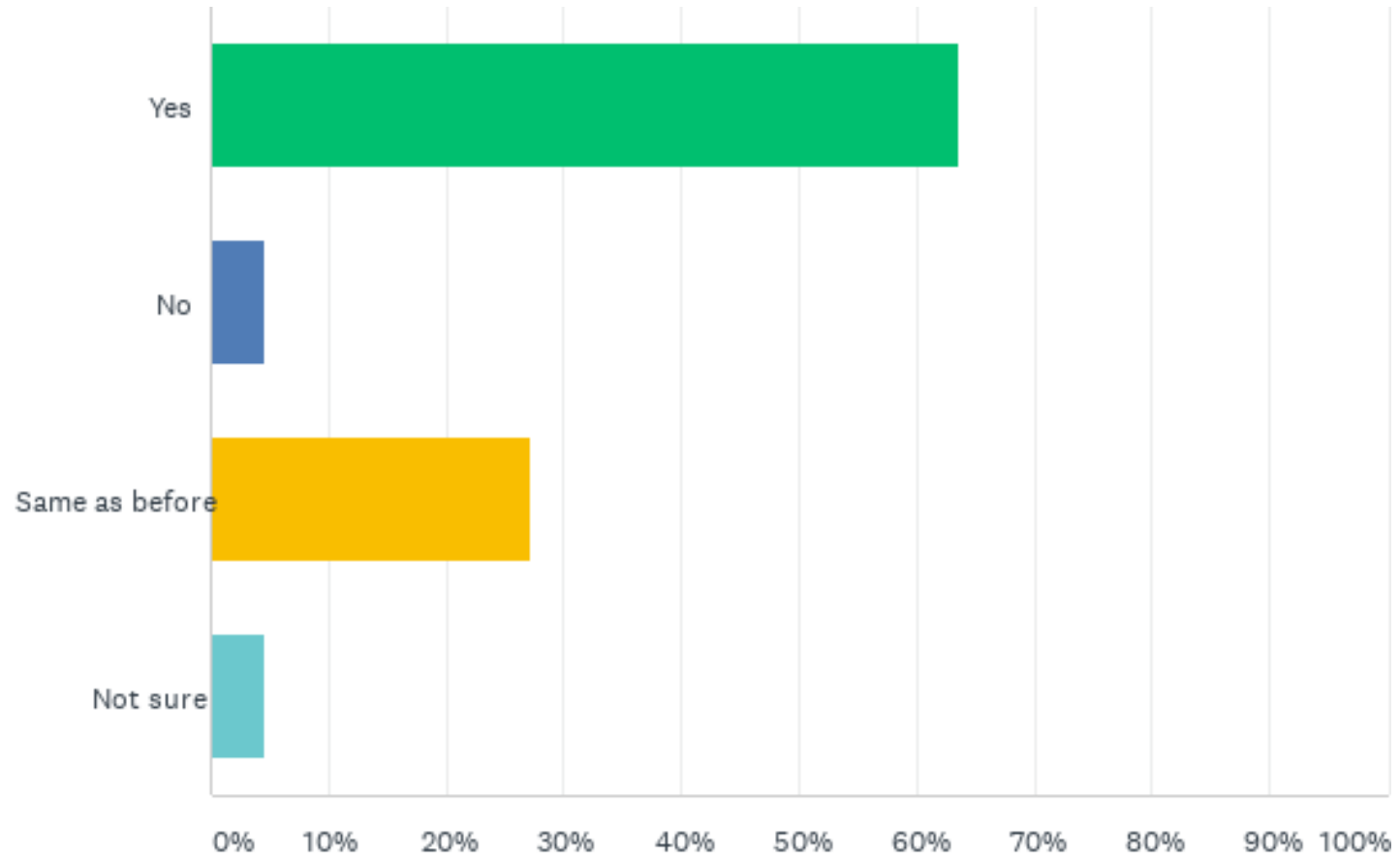
# Q2: How beneficial do you view using biometrics in your organisation to ensure good customer and user experience?

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ANSWER CHOICES	RESPONSES
Very beneficial	72.73%
Some benefits	18.18%
No benefits	0.00%
Not sure	9.09%

# Q3: As a result of COVID-19, is your organisation prioritising technology that supports remote onboarding and mobile apps?

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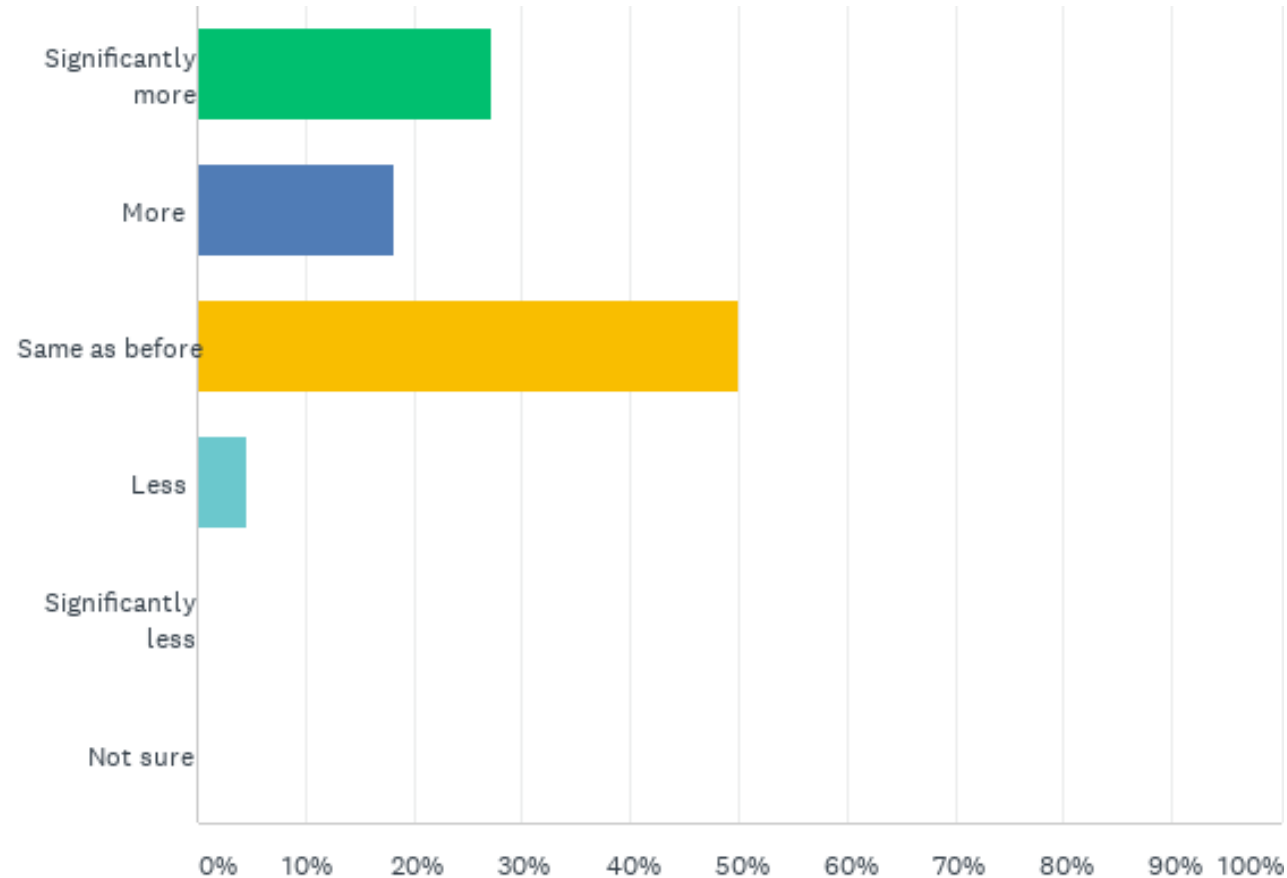


# Q3: As a result of COVID-19, is your organisation prioritising technology that supports remote onboarding and mobile apps?

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ANSWER CHOICES	RESPONSES
Yes	63.64%
No	4.55%
Same as before	27.27%
Not sure	4.55%

# Q4: As a result of COVID-19, is your organisation using biometric technology more or less?

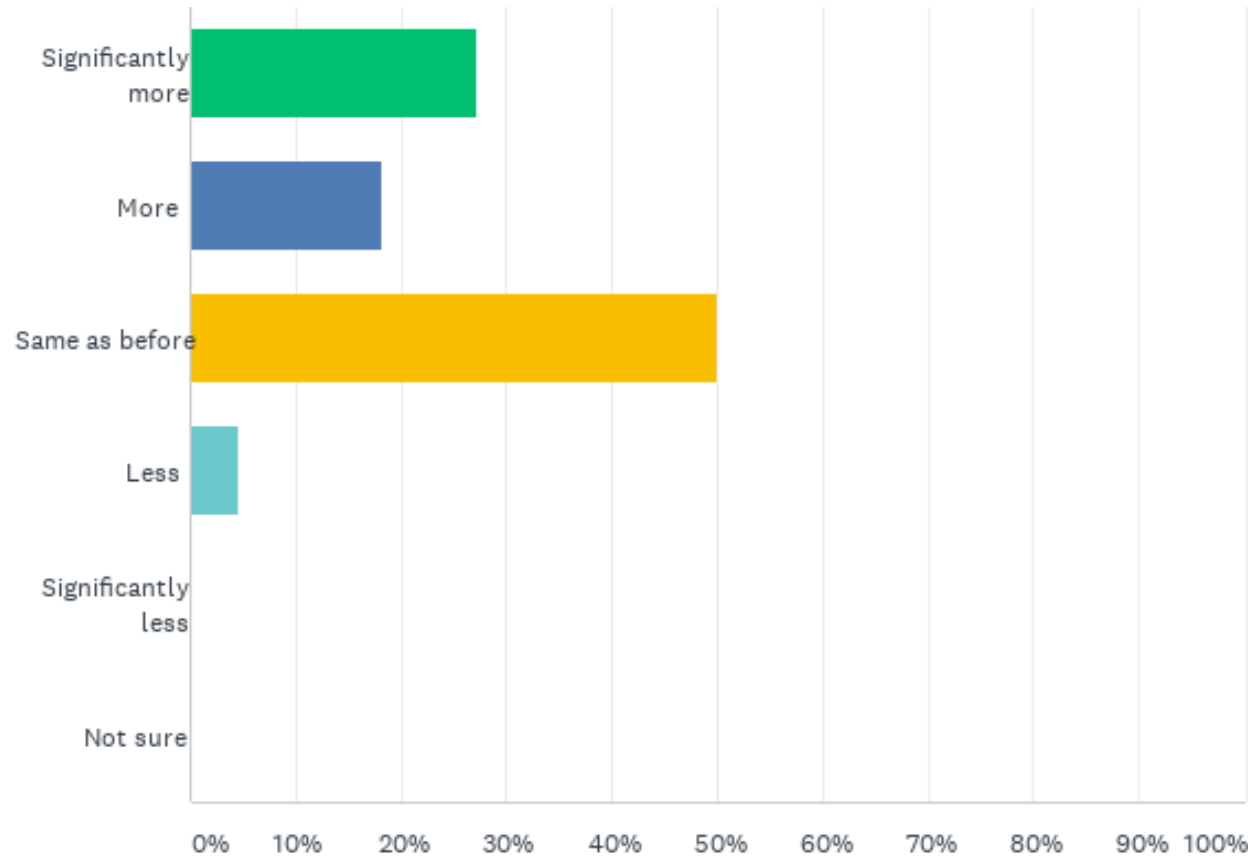


# Q4: As a result of COVID-19, is your organisation using biometric technology more or less?

ANSWER CHOICES	RESPONSES
Significantly more	27.27%
More	18.18%
Same as before	50.00%
Less	4.55%
Significantly less	0.00%
Not sure	0.00%

# Q5: As a result of COVID-19, is your organisation more or less likely to adopt biometrics?

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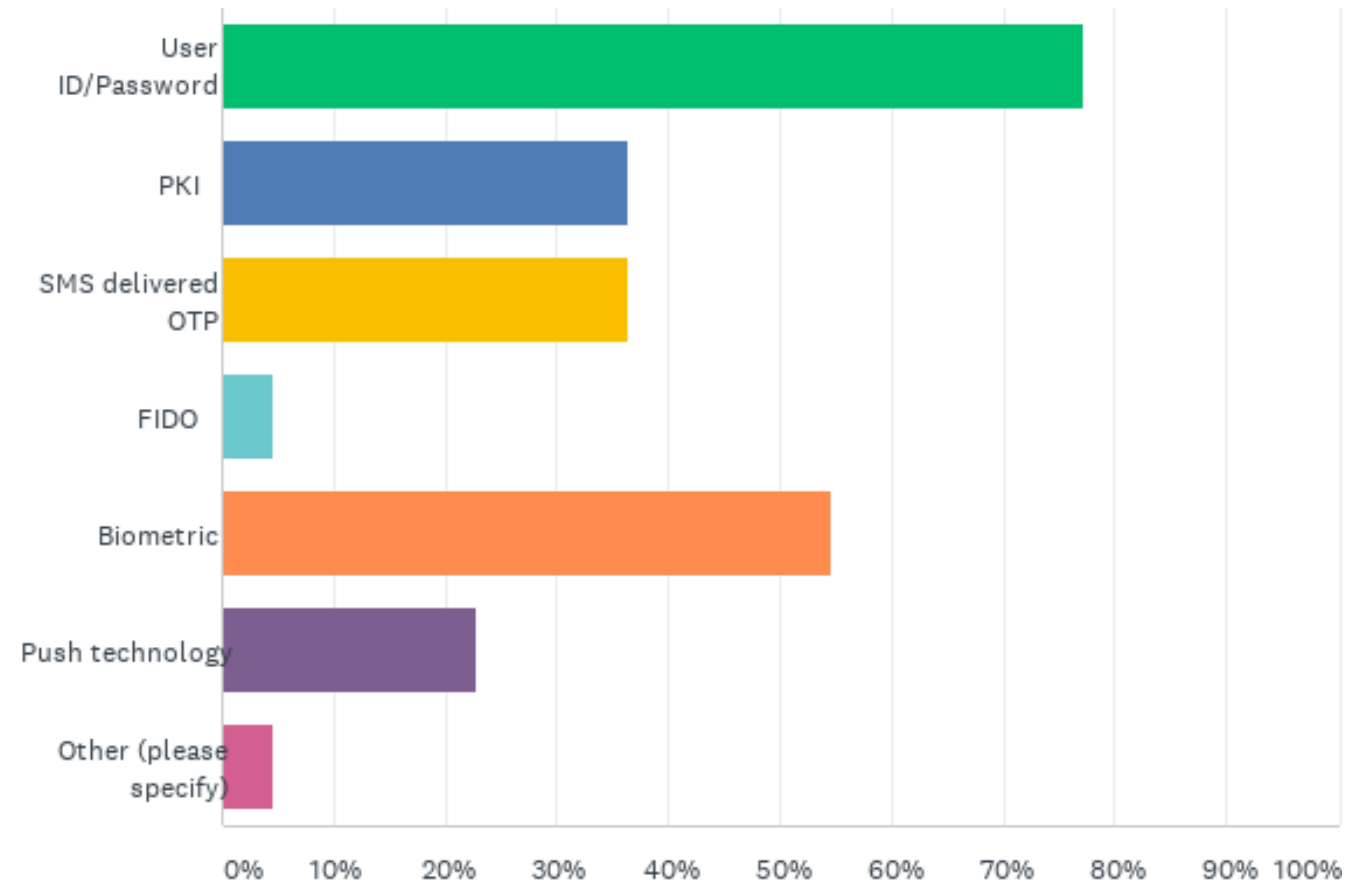


# Q5: As a result of COVID-19, is your organisation more or less likely to adopt biometrics?

ANSWER CHOICES	RESPONSES
Significantly more	31.82%
More	27.27%
Same as before	36.36%
Less	4.55%
Significantly less	0.00%
Not sure	0.00%

# Q6: What authentication technology is your organisation currently using?

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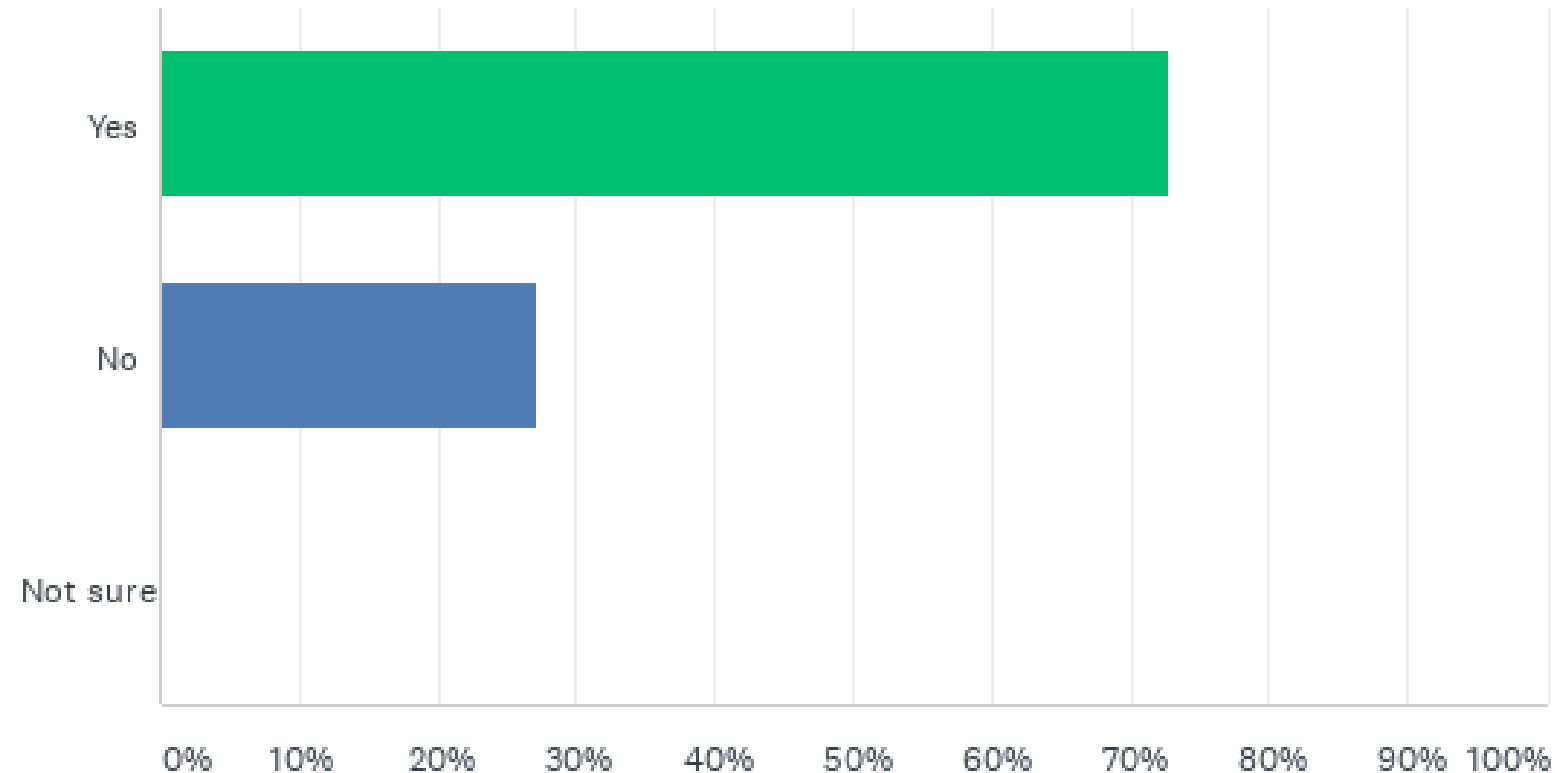


# Q6: What authentication technology is your organisation currently using?

ANSWER CHOICES	RESPONSES
User ID/Password	77.27%
PKI	36.36%
SMS delivered OTP	36.36%
FIDO	4.55%
Biometric	54.55%
Push technology	22.73%
Other (please specify)	4.55%

# Q7: Does your organisation currently use biometrics?

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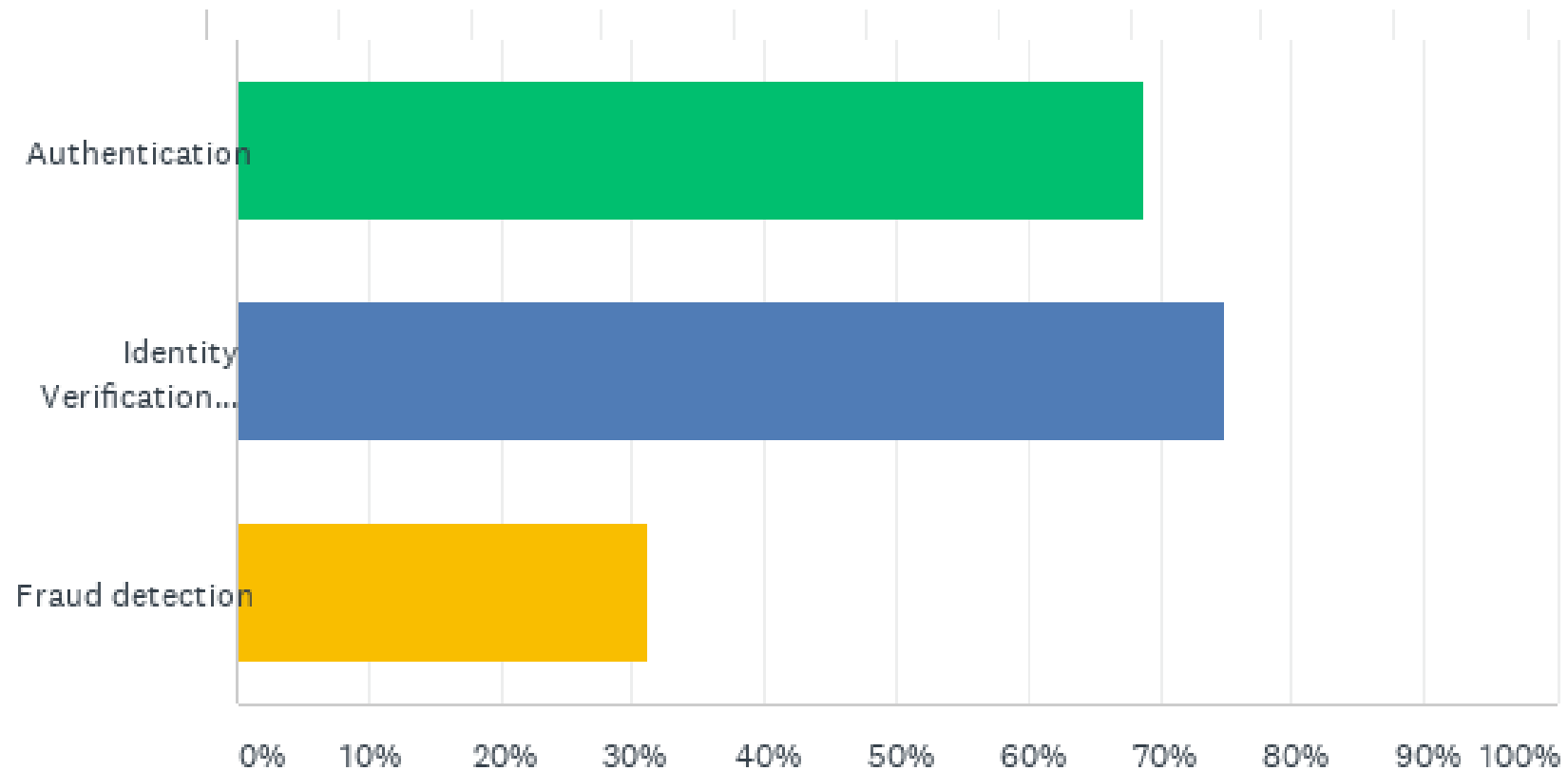
# Q7: Does your organisation currently use biometrics?

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ANSWER CHOICES	RESPONSES
Yes	72.73%
No	27.27%
Not sure	0.00%

# Q8: If you answered 'yes' to Q8, which of the following does your organisation use biometrics for?

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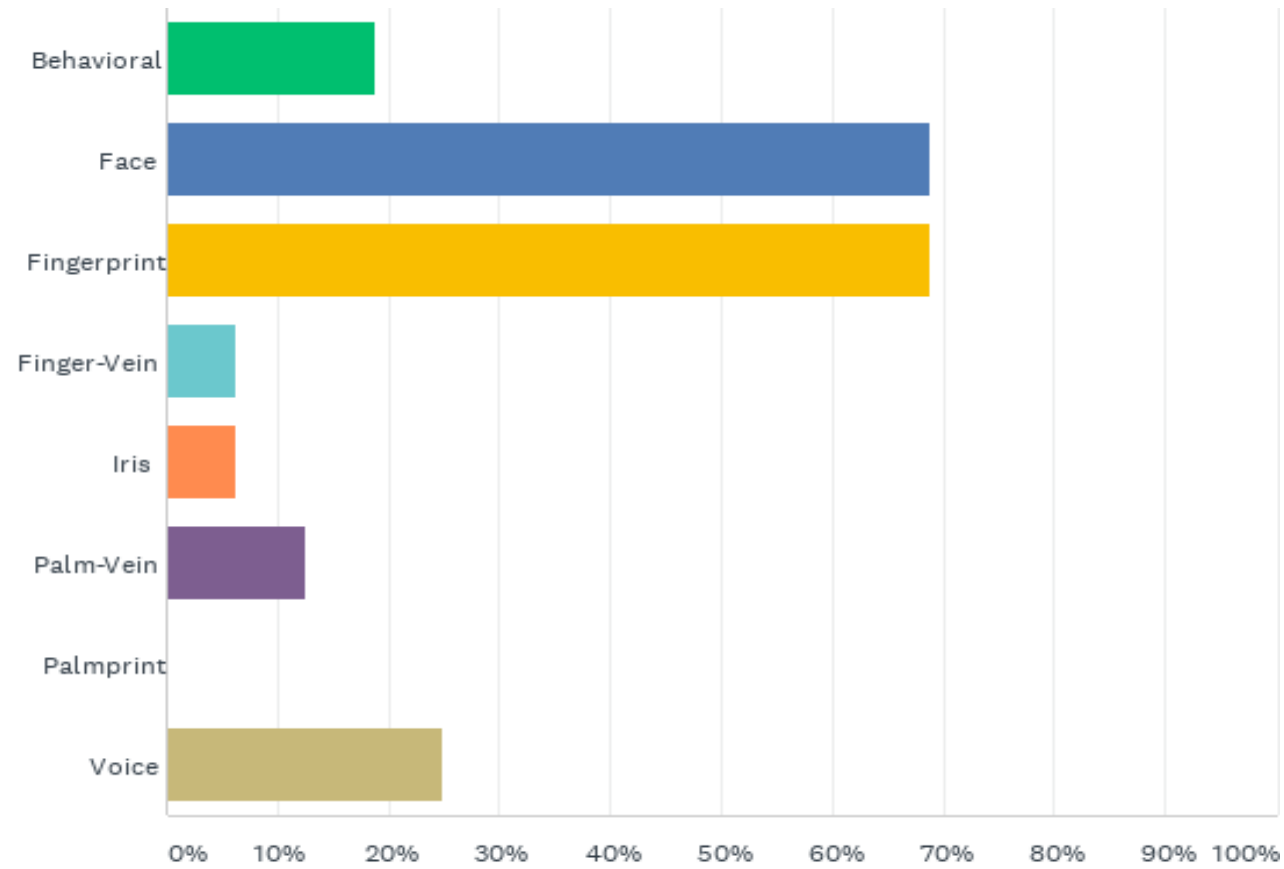
# Q8: If you answered 'yes' to Q8, which of the following does your organisation use biometrics for?

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ANSWER CHOICES	RESPONSES
Authentication	68.75%
Identity Verification (Proofing)	75.00%
Fraud detection	31.25%

# Q9: If you answered 'yes' to Q8, what modality(ies) does your organisation currently support? (All that apply)

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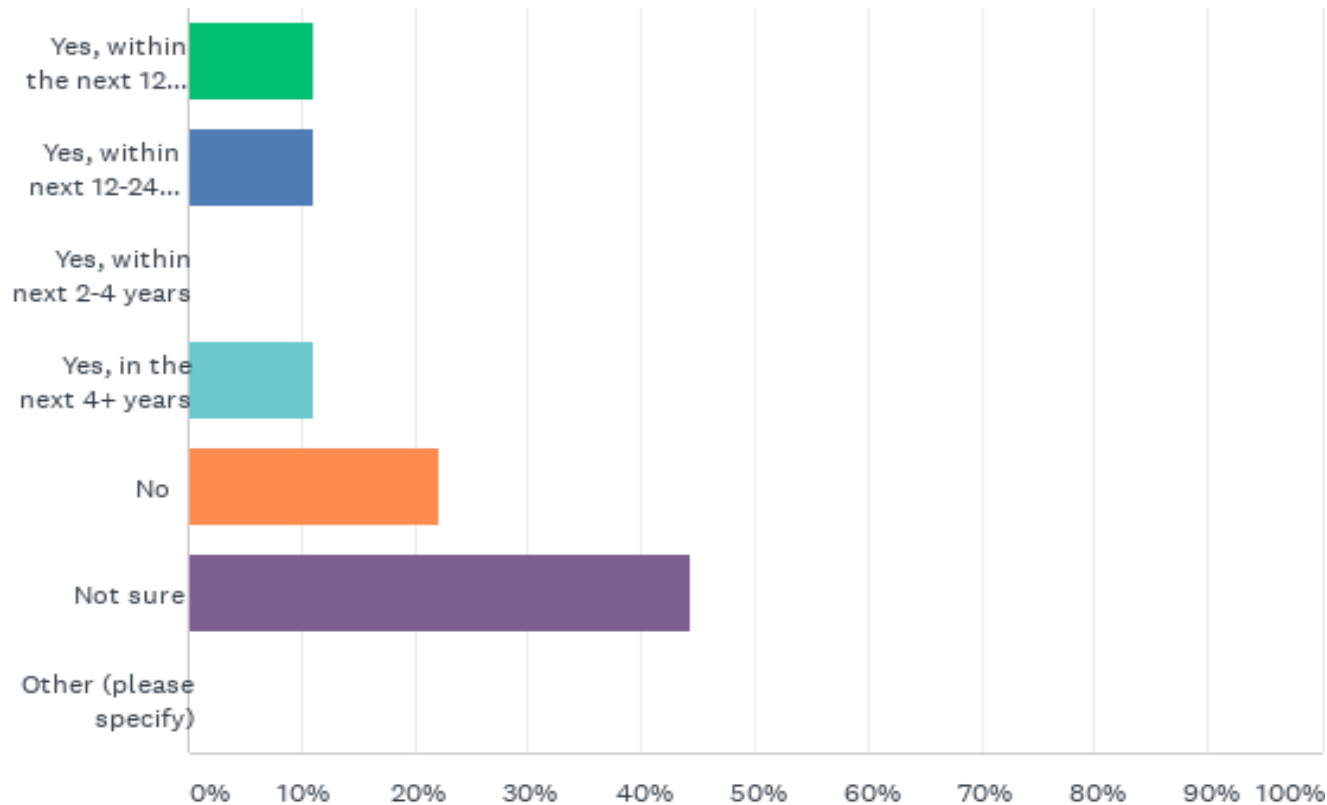
# Q9: If you answered 'yes' to Q8, what modality(ies) does your organisation currently support? (All that apply)

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ANSWER CHOICES	RESPONSES
Behavioral	18.75%
Face	68.75%
Fingerprint	68.75%
Finger-Vein	6.25%
Iris	6.25%
Palm-Vein	12.50%
Palmprint	0.00%
Voice	25.00%

# Q10: If you answered 'no' to Q8, does your organisation plan to use biometrics in the future?

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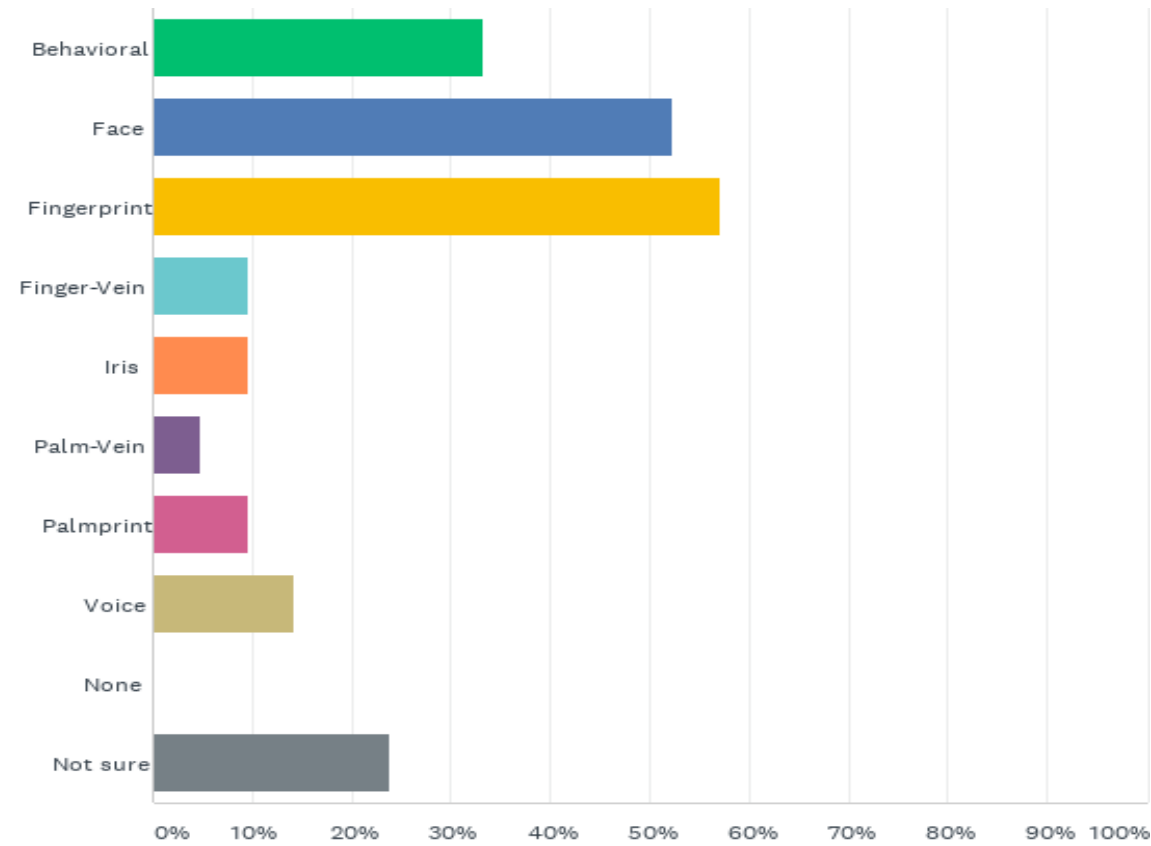
# Q10: If you answered 'no' to Q8, does your organisation plan to use biometrics in the future?

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ANSWER CHOICES	RESPONSES
Yes, within the next 12 months	11.11%
Yes, within next 12-24 months	11.11%
Yes, within next 2-4 years	0.00%
Yes, in the next 4+ years	11.11%
No	22.22%
Not sure	44.44%
Other (please specify)	0.00%

# Q11: What biometric modality(ies) is your organisation planning to support in the future?

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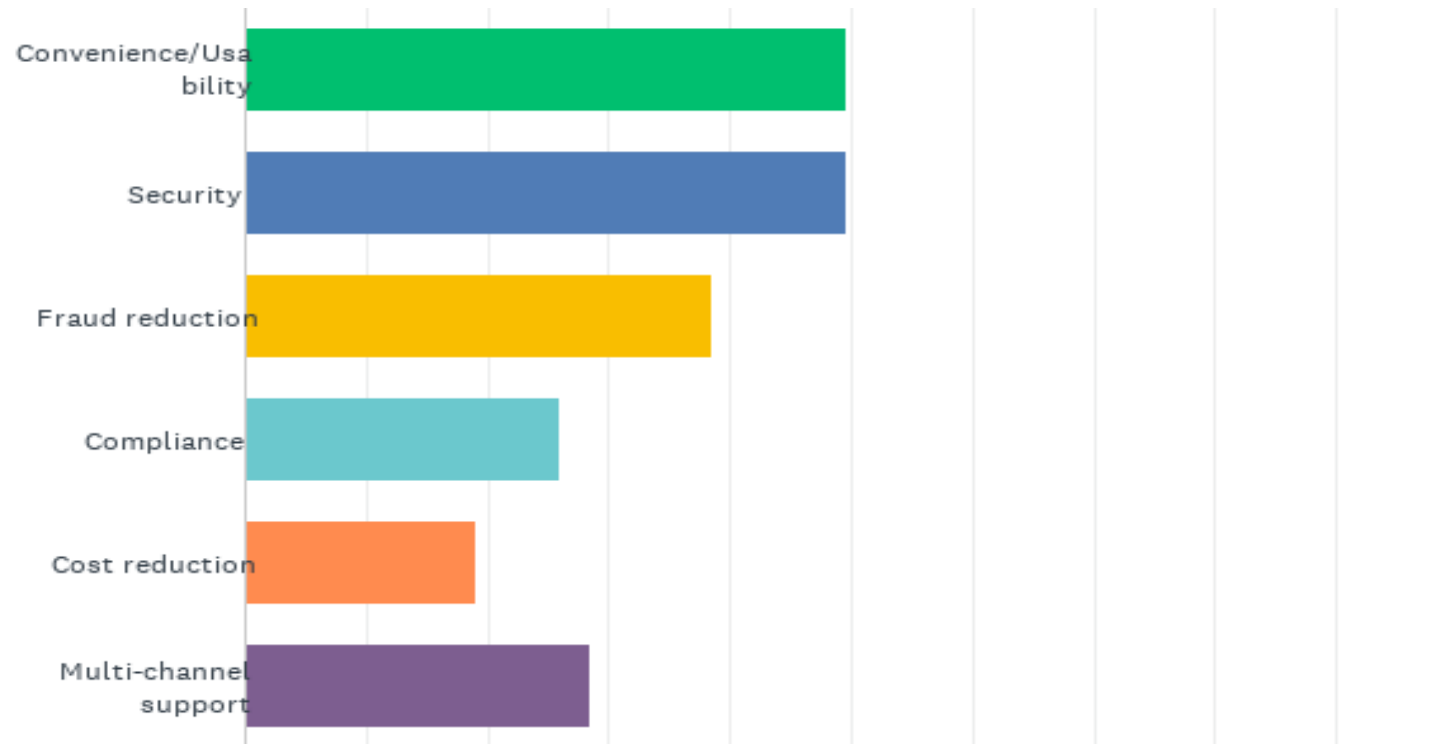


# Q11: What biometric modality(ies) is your organisation planning to support in the future?

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ANSWER CHOICES	RESPONSES
Behavioral	33.33%
Face	52.38%
Fingerprint	57.14%
Finger-Vein	9.52%
Iris	9.52%
Palm-Vein	4.76%
Palmprint	9.52%
Voice	14.29%
None	0.00%
Not sure	23.81%

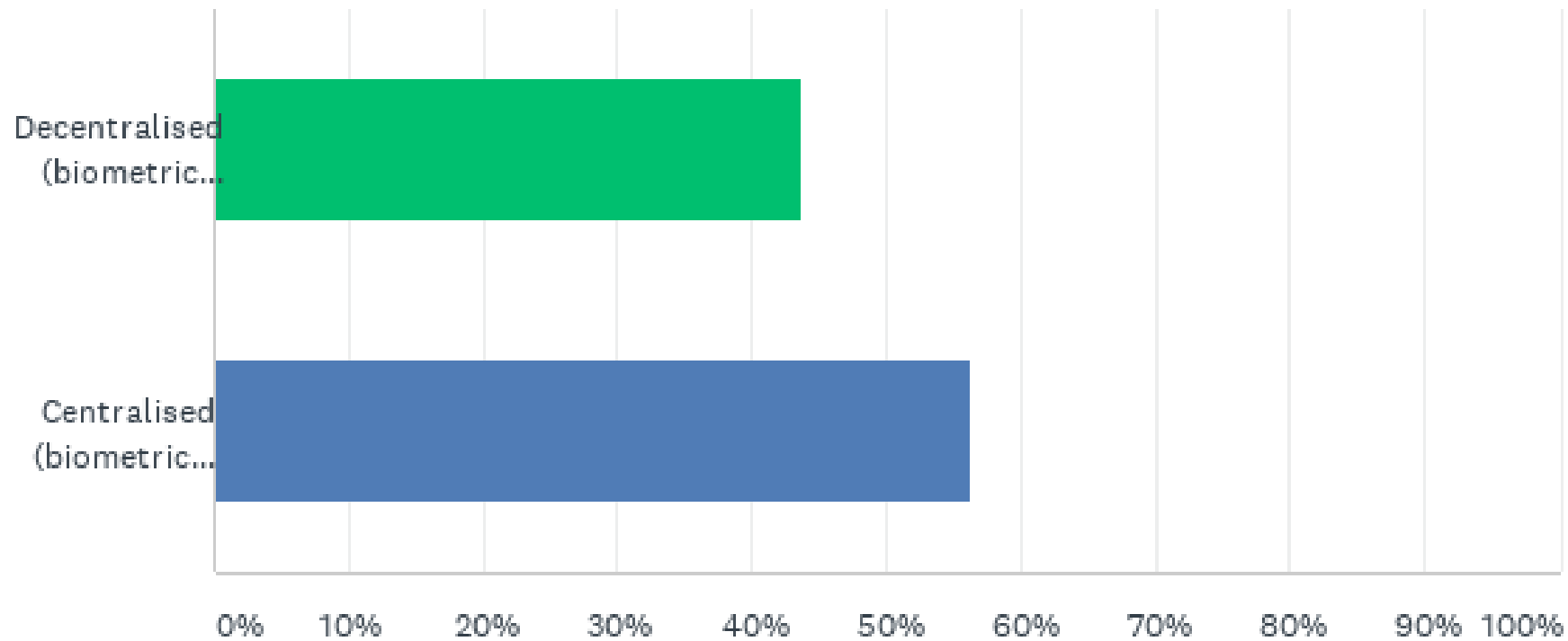
# Q12: Please rank the following benefits for deploying biometrics in your organisation (ranking 1-6 where 1 is the most beneficial)



Respondents ranked these from 1-6 with the most important benefits for the majority being 'Convenience/Usability', 'Security' and 'Fraud Reduction'.

# Q13: If you are currently using biometrics, what biometric model does your organisation support?

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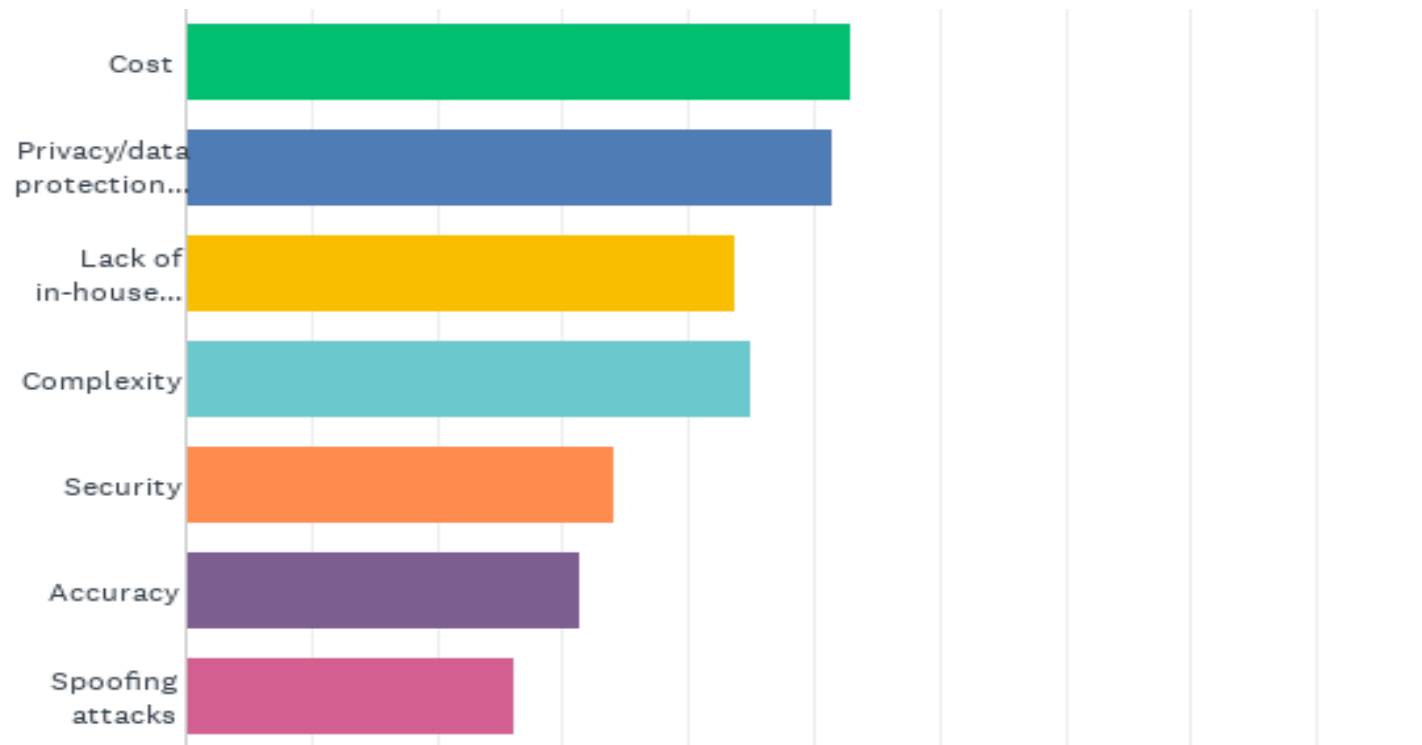


# Q13: If you are currently using biometrics, what biometric model does your organisation support?

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ANSWER CHOICES	RESPONSE
Decentralised (biometric template and matching performed on device/card)	43.75%
Centralised (biometric template and matching performed on server)	56.25%

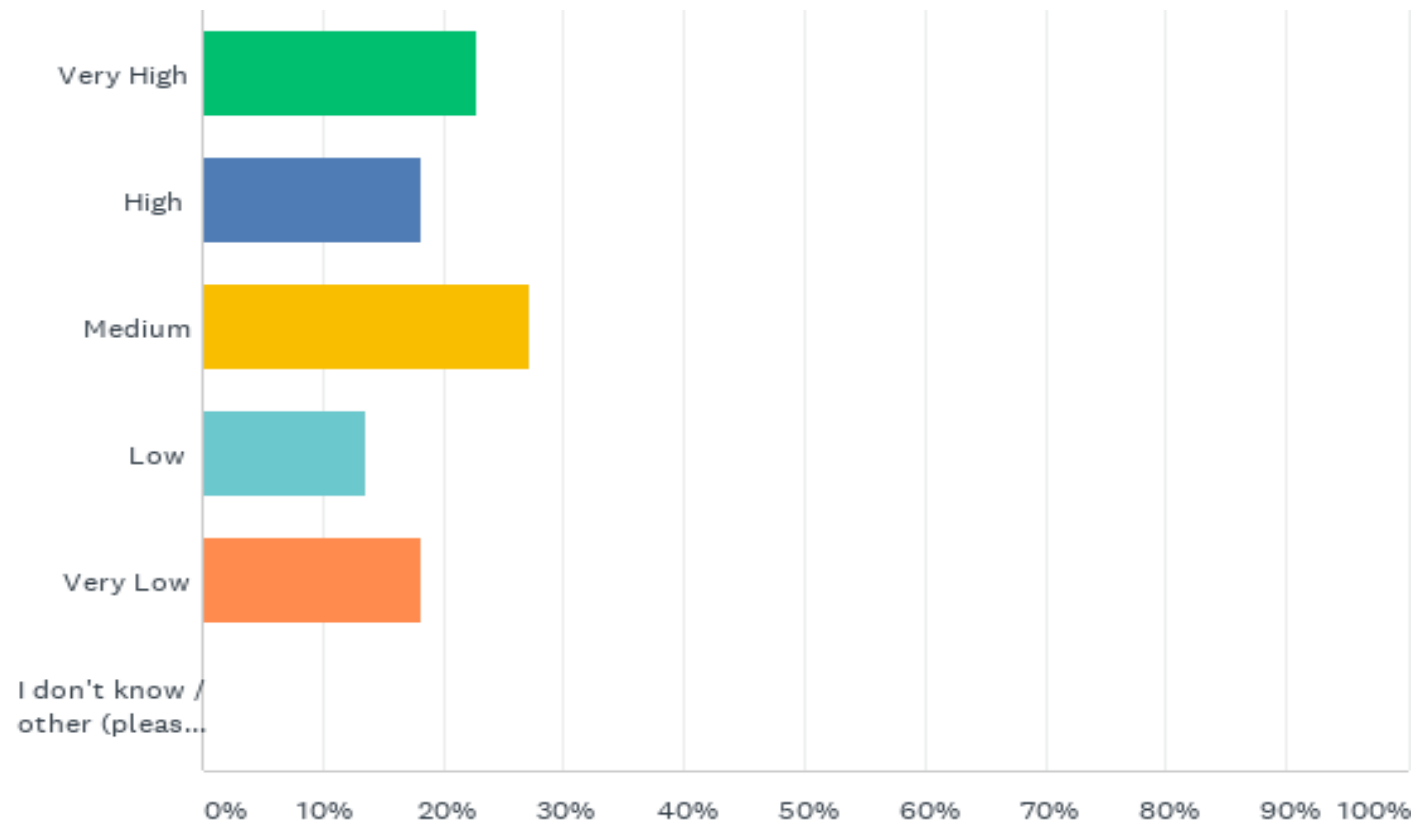
# Q14: Rank the following barriers to deploying biometrics in your organisation (ranking 1-7, where 1 is the most difficult)



Respondents ranked these from 1-7 with the most important barriers for the majority being 'Cost', 'Privacy/Data Protection' and 'Lack of in-house expertise'.

# Q15: How high do you feel that the current threat from biometric spoofing attacks is?

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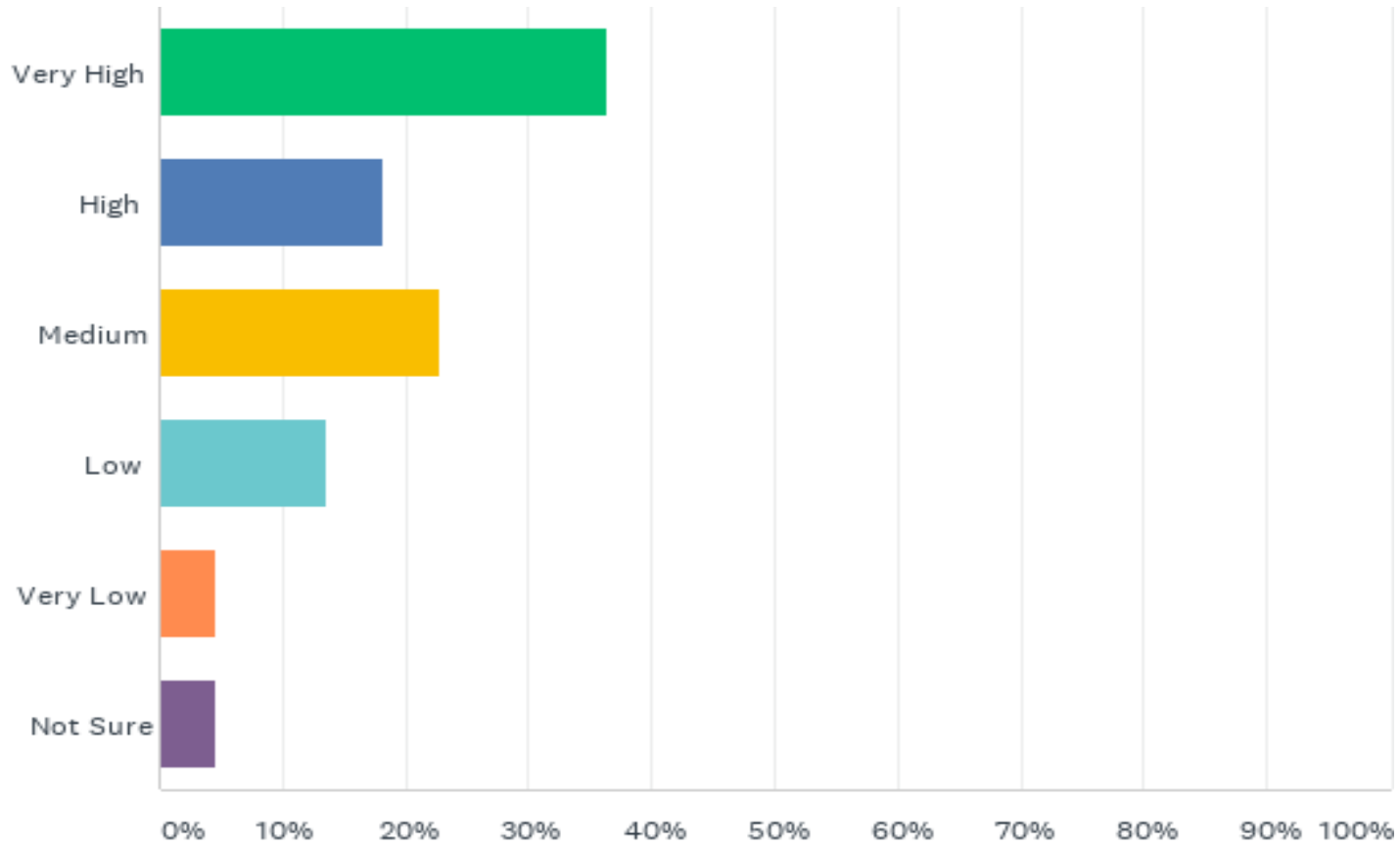
# Q15: How high do you feel that the current threat from biometric spoofing attacks is?

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ANSWER CHOICES	RESPONSES
Very High	22.73%
High	18.18%
Medium	27.27%
Low	13.64%
Very Low	18.18%
I don't know / other (please comment)	0.00%

# Q16: How high do you feel that the threat from biometric spoofing attacks will be within the next two years?

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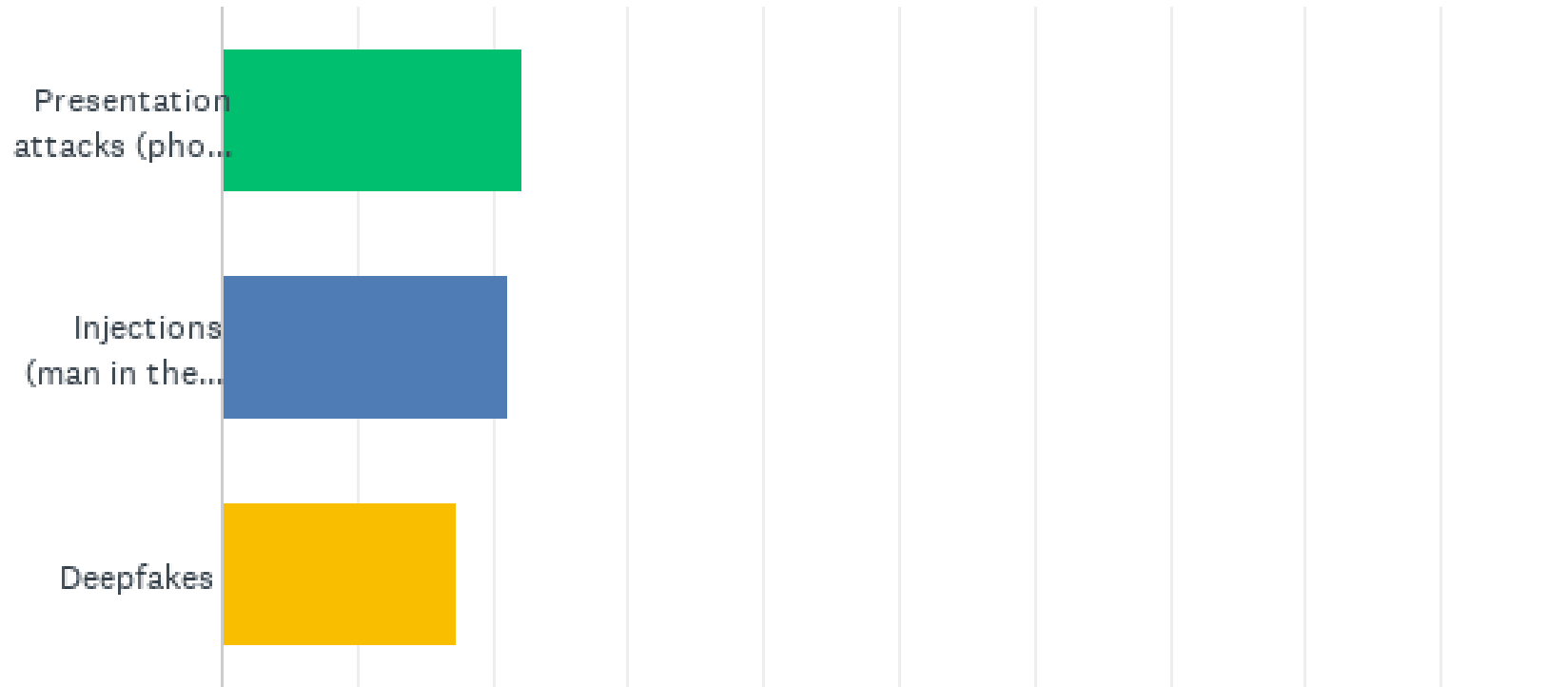
# Q16: How high do you feel that the threat from biometric spoofing attacks will be within the next two years?

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ANSWER CHOICES	RESPONSES
Very High	36.36%
High	18.18%
Medium	22.73%
Low	13.64%
Very Low	4.55%
Not Sure	4.55%

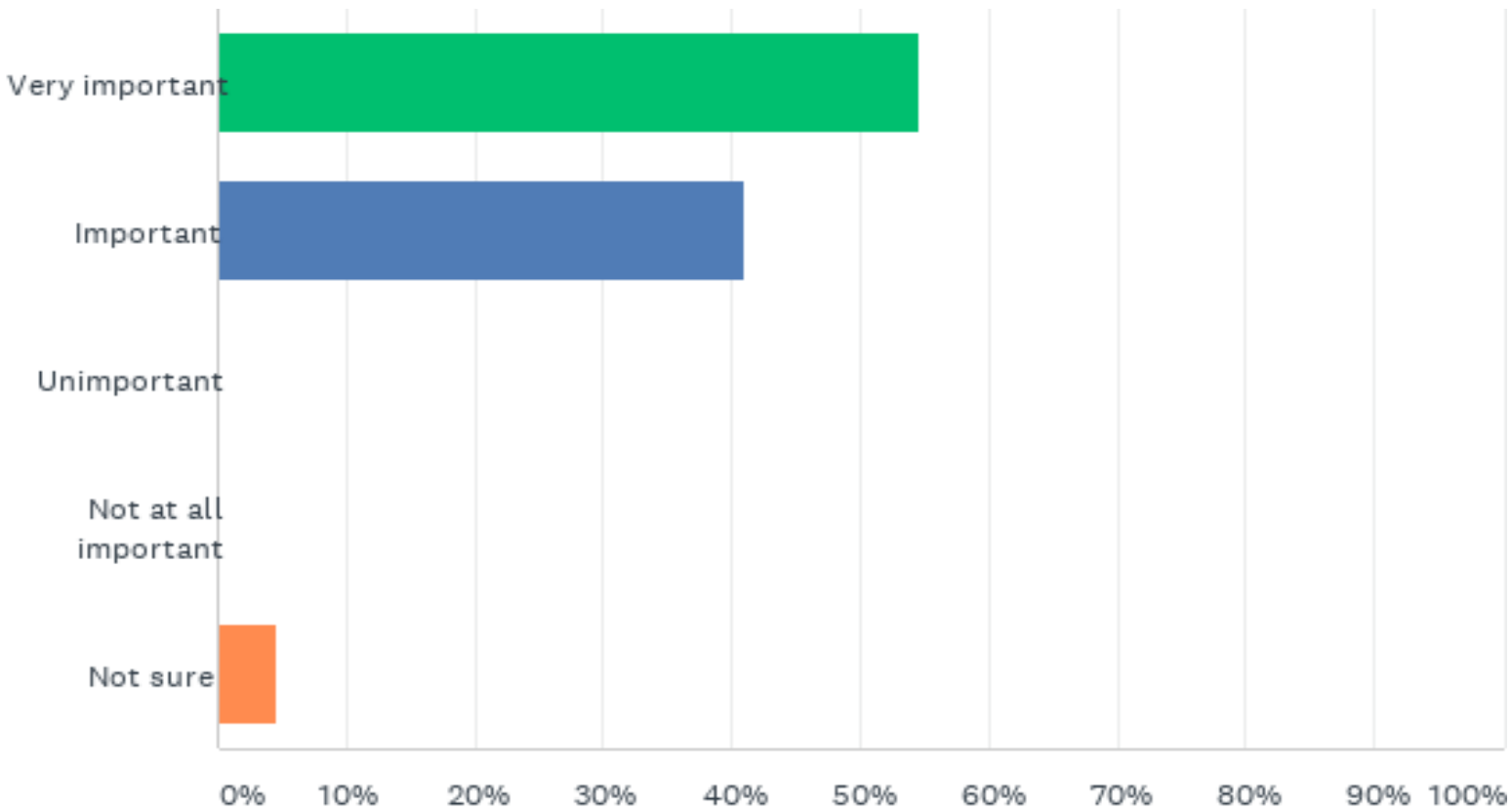
# Q17: What type of attacks do you believe present the biggest vulnerabilities for biometrics? (1 is most vulnerable & 3 least)

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# Q18: How important do you feel liveness detection is in combating biometric spoofing attacks?

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# Q18: How important do you feel liveness detection is in combating biometric spoofing attacks?

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ANSWER CHOICES	RESPONSES
Very important	54.55%
Important	40.91%
Unimportant	0.00%
Not at all important	0.00%
Not sure	4.55%

# Goode Intelligence

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