



Face recognition with livness based Tracking & Authenticating Technicians System

ABSTRACT



Client- Leading home Appliance manufacture : Haier India

For over 35 years, the Haier Group has made life easier with its innovative kitchen and home appliances. The Chinese giant deals in design, development, manufacturing and selling a wide range of products including, washing machines, air conditioners, refrigerators, microwave ovens, computers and televisions. The company has been ranked the number one global brand for major appliances for the 12th consecutive year in 2021. Every Haier device offers an element of uniqueness in its device, making the company an unconventional brand.

Haier India is a 100 per cent subsidiary of Haier Group, a fast-growing consumer durables company. The company initiated its commercial operations in India in January 2004 and offers a wide range of products across categories of home appliances.

The Challenge

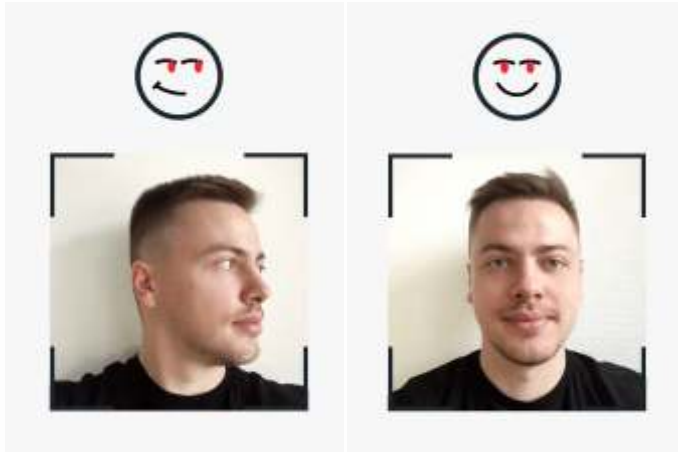
Besides its products, Haier is also known for its excellent after sale service. Timely and quality installation of the appliances is crucial for the company to achieve customer satisfaction. But the main challenge for the company was to ensure that only their certified technicians or service engineers visited customers for installation, repair, or other services. Another issue was to make sure that products get installed within the deadline. The company was also required to map out 3000 engineers across India.



The Solution

Haier approached Mantra Softech, intending to resolve the tracking and authentication issues. Maintaining Haier's trust, Mantra provided a robust solution to the challenges via Minop, a Mantra brand. Mantra began by mapping the engineers to track their geo-location. Mantra adopted liveness detection to authenticate the certified engineers. Mantra mapped out 3000 certified engineers across India.

Expression Recognition



Passive Liveness Check



Engineers just need to follow simple steps to mark their timing and authenticate themselves. After arriving at the location, the service engineers simply need to sign into the Minop app. Then he must go through liveness detection, which requires him to follow few instructions such as blinking his eyes or smiling. All of these activities are recorded by the software, which also provides information about the technical visit's timing. The most well-known advantage of liveness detection is that it is immune to spoofing attacks by printed photos and fake images, making the process more reliable.

Mantra Softech has successfully met the requirements of Haier. Mantra's system has been running flawlessly for three months, with a 99 per cent uptime. Every month, the system generates an accurate report on approximately 6 lac transactions. Haier can now easily track and authenticate its engineers to ensure service quality. Following the project's success, Haier is considering adding more engineers to the team in the near future.

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