

NEW PIAM SUITE

Citadel

**A new generation of Physical
Identity & Access Management.**

Cloud-native. Configured by AI (optional).
Running on automated workflows instead of
manual steps.

— WHY CITADEL

One platform for physical identities, access and compliance.

Managing identity, physical access, credentials, contractors, documents and workflow has traditionally meant juggling several separate systems, each with its own interface and its own rules. **Citadel** brings all of it together in one platform, with one record per person, so there is a single answer to: Who is this person, and what can they access?

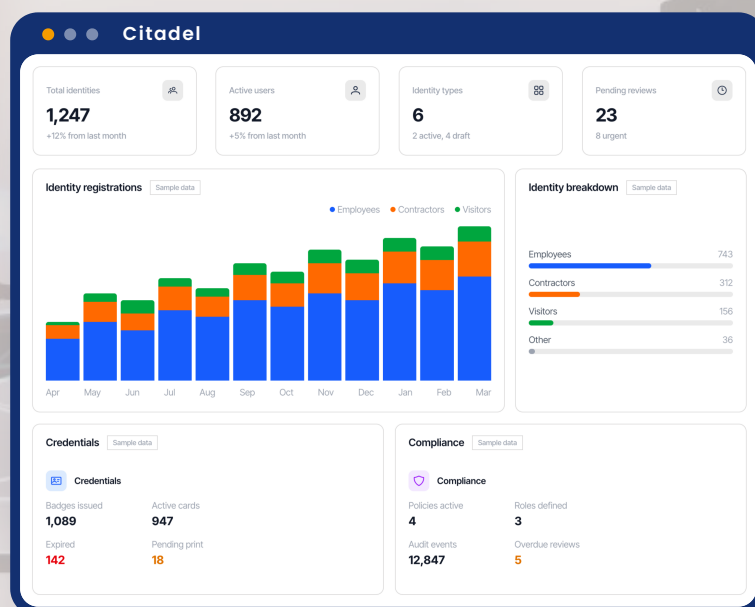
It is built as a truly **cloud-native platform** from the ground up, and introduces two capabilities no ID-ware platform has offered before: **it can optionally configure itself through AI, and it acts automatically through a built-in workflow engine.**

Cross-Site Identity Management

One record per person across every site, with the access, credentials and documents that belong to it – so a single screen answers who someone is and where they may go.

Clear overviews at a glance

Live dashboards show identities, registrations, credentials and compliance status in one view.



CITADEL

one cloud-native platform

Configured by AI (optional)

Describe your organisation in plain language and Citadel proposes the identity model, roles and approval routes.

Runs automatically

Every approval, request, joiner and leaver runs as a tracked, auditable process, taking effect across every connected system at once.

Built for the cloud, built to last

Cloud-native and fully containerised on one codebase, scaling as you grow without re-architecture or per-customer engineering.

OVERVIEW

Citadel at a glance

One platform, one record per person, and the freedom to run it the way your organisation needs it.



One record per person

Identity, access, credentials, contractors, documents and workflow in a single record instead of several separate systems.



Works with what you already have

Connects to your existing access-control system through its published interface – no new hardware, no site works, no procurement.



Transparent, subscription-based costs

No on-premises server, database or licensing cost to plan for with the cloud service; on-premise deployments follow the same predictable, subscription-based pricing rather than perpetual licences.

One platform, every site



Your processes, at your pace

Build and change your own processes without waiting on a release from ID-ware. Connectors speak one common language, so changing the underlying system changes only the connection.



Multilingual by design

Five fully translated interface languages today – English, Dutch, German, Spanish and French – with new languages added within days.



Faster and future-proof

Built cloud-native, so searches, records and dashboards stay responsive as you grow – from one site to many.

CHOOSE YOUR DEPLOYMENT

The same product, the same codebase – you choose the boundary, not the feature set.

1

Shared cloud service

Multi-tenant, fastest to start, lowest cost of ownership.

2

Dedicated instance

Your own instance, hosted and operated by ID-ware.

3

Dedicated infrastructure

Separate infrastructure where isolation must be highest.

4

Fully self-hosted

Run it entirely in your own environment.

Say it in plain language, and Citadel builds the workflow.

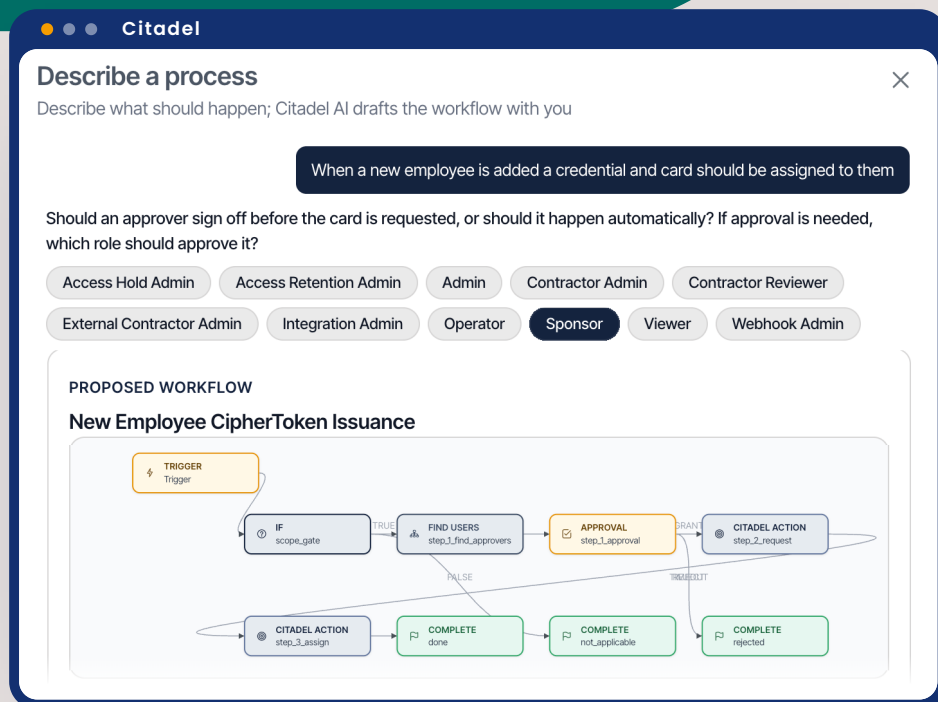
"Warn a contractor 30 days before their insurance certificate expires, and suspend their access if it lapses" produces a working workflow. Configuration that used to require a consulting engagement can now be done directly.

Describe it, and Citadel AI asks the right questions

The options offered are real roles and credential types from your own configuration – pick one, and the workflow is drafted for you.

Automatic access rules according to policies

Every rule shows which people and locations it applies to, and nothing takes effect until it is approved.



THE EVIDENCE IS ALREADY THERE

Compliance & Audit-Readiness

Every approval, change and removal is recorded as a tracked process. EU and UK data residency, role-based control and a full audit history.

Built to support

GDPR

NIS2

ISO 27001

DORA

A TRADITIONAL ON-PREMISE PIAM INSTALL

- Servers, databases and licences to plan for
- Upgrades, patching and availability carried by your own team
- A change request for every new process



WITH CITADEL (ANY DEPLOYMENT)

- ✓ A subscription service that stays current
- ✓ Build and change your own processes – no waiting on an ID-ware release
- ✓ Approved or removed access takes effect across every connected system at once

INTERESTED TO LEARN MORE?

Book a walkthrough

Contact us to see what detailed advantages **Citadel** brings for your organisation.

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