

## **Case Study: Education/ University**

**How to ensure an effective  
Physical Identity &  
Credential Management**



## Challenges large educational facilities/universities face

Managing a constantly changing student, employee, visitor and contractor population, integrating diverse third-party systems and controlling physical access is a challenge for large educational facilities and universities.

In particular if there are lots of buildings or even multiple campuses, physical identity and access management is complicated.

### Common challenges

- Complex physical **access policies**
- **Thousands of credentials** to be managed
- Balancing **security** with **user convenience**
- **Compliance** with both official rules and internal policies has to be ensured

## Specific project challenges

A large university with around 30 locations throughout the country was looking for a new Credential Management Solution, as the previously installed system was not only coming to the end of life, but also not meeting all desired security and privacy levels anymore.

The Total Cost of Ownership for this solution should be reduced by the implementation of a flexible and scalable system, offering simplified and user-friendly management.



More than 30,000 credentials to be managed



New card technology according to the latest industry standards to be implemented

It should be possible to integrate installed **third-party systems**:

## Third-party systems to connect



Different access control systems



Different locker systems



Library application



Sports centre application



Print & coffee machine authentication and payment solution

Last but not least, sustainability should be reached by using biodegradable card materials.



## AT A GLANCE

### Challenges

- Over **30,000 managed credentials** and 2000+ card readers
- Distributed buildings, **30 locations**
- High administration and card production **workload**
- High **security requirements**
- Many **third-party systems**
- **Sustainability** requirements

## The solution

The university has implemented the following ID-ware products and services, ensuring **security, efficiency, compliance and a seamless experience** for students, visitors and contractors:

- Credential Management Module
- Credentials as a Service
- User Self-Service
- Card Personalisation SDK (IDES)

A **secure credential** is now used, resilient with custom encryption & architecture (AES128 minimum), compliant with ISO/IEC 14443A (international standard for contactless smart card communication).



The outsourcing of numerous card activities to put less workload on administrators has been realised via **User Self-Service**:



Users can **update** their personal data to keep accurate records



Users can **request and activate** cards incl. physical access authorisations



Users can **block** lost or stolen cards to prevent unauthorised access



Users can view a **detailed log** of their card status changes and history

During the registration periods of new students, thousands of new cards must be produced within short time. Outsourcing this process means a fast and efficient realisation for mass enrolment: Via **Credentials as a Service**, secure cards are printed, chip-encoded and dispatched from ID-ware to the university:



Highly secure, automated, high-quality card production



No own resources needed for card distribution

The additional goal of sustainability is reached by using biodegradable card material as well as by the processing and re-use of the previous cards.

Outside of peak production periods, the university uses its own card printer combined with the ID-ware **Card Personalisation SDK (IDES)**, a complete personalisation solution:



Effortlessly create and maintain multiple card layouts with ease



Seamless processing of complex and dynamic personalisation data



Simplified personalisation due to easy-to-use Layout Designer



Manage multiple card designs in a single project file for max. efficiency

With IDES, **portrait photos can be captured** with digital cameras and webcams and there is the option of an AI-driven auto-cropping and background replacement for a polished picture finish.

## AT A GLANCE

### Solution Benefits

- **Flexible** solution
- **Secure** Credentials
- Extensive **User Self-Service**
- **Compliance** with highest security standards
- Connectors for **easy integration** with common third-party systems
- **Credentials as a Service** for fast printing, chip encoding and dispatching of thousands of cards
- **Biodegradable** card material

## Project result

A state-of-the-art, secure and user-friendly Credential Management was realised.

Especially during the enrolment of thousands of new students, the **workload for administrators has been greatly reduced** due to the outsourcing of card encoding and printing to ID-ware.

## About us

ID-ware is a leading global provider of Physical Identity and Access Management (PIAM) solutions. With over 20 years of experience, we are specialised experts for effective identification and authentication processes to support large-scale organisations.

Our innovative and secure products in connection with our strong principle of long-term partnerships make our customers profit from customised solutions for their complex environments.



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