iDware

Case Study: Industry

How to ensure an effective Physical Identity & Credential Management

Challenges large industrial companies face

Managing and producing credentials across multiple buildings and international sites is difficult: Access for thousands of individuals must be controlled while balancing security, compliance, and operational efficiency.

Common challenges

- **Distributed plants and offices** involving different credentials for employees
- **Role changes or terminations** for which access must be updated/revoked quickly
- Secure management of **contractor credentials**
- Visitors need **temporary credentials** ensuring monitored access
- **Compliance & centralised reporting** requirements

Specific project challenges

A large industrial company active in the electronics sector was looking for a new Credential Management solution.

Main focus was on the security of that solution, as the company's main success factor is their intellectual property. Therefore, any risk of espionage, also due to unauthorised access, has to be prevented at all times.

25,000 credentials at 5 global locations with increasing workforce to be managed

All tools & printing equipment to be **in-house**

Secure cards with highest encryption standard

iDware

The company operates an **identity management system** containing all employee data.

Therefore, it should be directly connected to reflect any changes immediately in the credential management system, i.e. **real-time data synchronisation**. In case of role changes, updates should be realised immediately, and credentials should be blocked upon offboarding of employees.

User Self-Service, e.g. immediate card blocking in case of loss or theft, should also be implemented.

Reliable **customer support** by the solution provider was crucial for the company as well, to ensure fast help by e-mail and telephone in case of any occuring problems.

AT A GLANCE

Challenges

- Around 25,000 managed credentials
- 5 distributed locations around the globe
- Highest security requirements
- Exising identity management system to integrate
- In-house encoding, management and production/printing of smartcards required

The solution

The multinational industrial company has implemented the following ID-ware products and services, ensuring **security, efficiency, compliance and a seamless experience for employees:**

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

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

Diversified keys are used for each card. This ensures the long-term security of the cards while allowing flexibility to adapt them to new use cases.

Sample features of a secure card

- Encryption
- Holographic overlay
- Delegated application mgt.
- Diversified keys

For the first rollout of the 25,000 new employee cards, ID-ware's **Credentials as a Service** was used: ID-ware took over the chip encoding and bulk printing of the huge first card amount and shipped the cards to all different international company locations.

Outsourcing the first mass card production to ID-ware ensured a globally synchronised launch of the new Credential Management solution within the company.

For further card production, the company uses the ID-ware Credential Management solution combined with **25 own printers** and the Card Personalisation SDK:

IDES (ID-ware Enrolment Services) is a modular Software Development Kit (SDK), a complete solution for smart card personalisation.

Its Graphical Layout Designer simplifies creating, customising and managing card layouts.
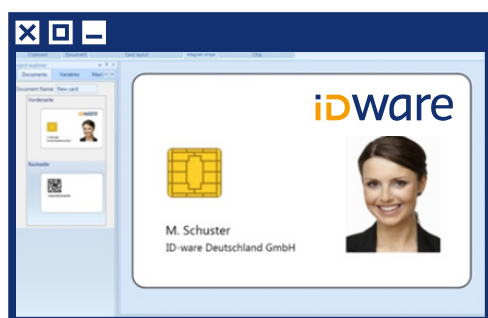
Main benefits

 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

Portrait photos can be captured with digital cameras and webcams, accompanied by the possibility of AI-driven auto-cropping and background replacement for a polished finish.

The **printers have been provided by ID-ware** and delivered to all 5 locations of the company worldwide.

A **self-managed solution** has been realised, just as requested: full setup for card management, encoding and production in each of the global sites.

In-house Credential Management and card production, worldwide

 Identity management system integration

 Extensive User Self-Service

 Software and hardware for in-house card production & management

With regard to the company's continuously increasing number of employees, it is now possible for them to react fast to any workforce changes:

Credential Management Solution ⟳ **Identity Management System**

The direct connection of ID-ware's Credential Management solution with the existing identity management system ensures **real-time data synchronisation** and thus highest security.

iDware

The **24/7 premium support** by ID-ware helps to minimise disruptions and downtimes:

- ✓ Support for software and hardware
- ✓ Highly-qualified support personnel
- ✓ Hotline with self-service portal
- ✓ Short reaction times

User Self-Service reduces the administrators' workload, as users can update their personal data themselves as well as securely activate and block cards.

- Users can **update** their personal data ta 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

Project result

A globally unified, easy to use, secure and 24/7 supported Credential Management solution including in-house card production has been successfully realised.

AT A GLANCE

Solution Benefits

- **Secure Credential Management**, easily scalable to increasing number of employees

- Extensive **User Self-Service**

- **Compliance** with highest security standards

- **Integration** of identity management system

- Software and hardware to realise **card management and production in-house**, worldwide

- **24/7 global support** service

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.

Netherlands: +31 70 337 1500
Germany: +49 69 210 8555 60
UK: +44 20 8050 2648

info@id-ware.com