



Simplified Access Provisioning

Case Study

A client was looking to reduce the administration load through automation and re-engage the business as owners of security and policy compliance.

PROBLEM

Many organizations have highly restricted areas due to sensitive data, valuable goods or critical assets. This client used role-based access privileges to help security process access requests for new hires, but found that role changes or temporary access to restricted areas took vastly longer to process, causing operational delays, complaints and compliance breaches.

This manual process typically required a chain of disparate email approvals,

periodic reminders and weeks to process. If an approver was out of the office, these requests could be delayed for extended periods. Too often, the pressure was on the security team to ensure that all required approvals have been received and access was not delayed. In this environment, the administrative load on security was growing exponentially, service satisfaction was low, and policy compliance was extremely low as managers sought to by-pass the process.

The RightCrowd Solution

RightCrowd automates and controls the process of provisioning site access for employees, contractors, and visitors. The person themselves can request access to additional areas of the site using a simple online form. The creation of this form triggers a workflow which is automatically routed to the appropriate approvers, most often the owners of the area being requested. The workflow process is pre-configured for each site area, helping to speed up and automate the process. Each approver signifies their approval via a system-generated email or by accessing the RightCrowd system where all outstanding requests are listed.

If an approver does not respond within a specified period, the request can be routed to an alternate approver.

If one or more of the areas for which access is being requested requires specific training or competencies, through integration with the Learning Management System, the RightCrowd system checks that the worker possesses the requisite training, license or competencies. When all required approvals have been received and required competencies verified for the worker, the RightCrowd system will automatically provision the requested access onto their record in RightCrowd and the physical access control system.

For new hires, a workflow request for site access can be automatically triggered from the company's HR system based on the new hire's start date negating the need for security staff to be involved. Furthermore, when a worker is terminated in the HR system, RightCrowd will automatically terminate this person's site access as of the termination date, unless configured otherwise.

- 1 **AUTOMATION OF MANUAL PROCESSES**
with workflows automatically triggered by company events and individual requests
- 2 **ASSURED COMPLIANCE**
with company and regulatory requirements for site access
- 3 **STREAMLINED & ACCELERATED**
Site access provisioning process
- 4 **SEAMLESS INTEGRATION**
with the company's other business systems such as HR, Learning Management Systems, etc.
- 5 **WORKFLOW PROCESSES**
configured to the company's specific requirements
- 6 **FULL ACTIVITY REPORTING**
and audit capabilities

For many years, some of the world's largest, most demanding enterprises have relied on RightCrowd's software to enhance the security, safety and compliance of their employees, contractors and visitors. Ask us how RightCrowd has provided cost efficiencies, process improvements and tangible business benefits with our solutions.