



Smart On-Boarding

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

When a new worker joins an organization, there are a number of security and access approval tasks, to facilitate their smooth induction. This client used role-based access privileges to help process access requests for new hires, but found that their manual on-boarding process was inconsistent causing operational delays, complaints and compliance breaches.

On-boarding for this client typically required a chain of email approvals, periodic reminders and weeks to process. For physical access, the security director and line managers needed to

approve access requested via email. Physical access to some areas required special approvals due to access to personally identifiable information and other sensitive data, which require specific training and authorization.

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 and contractors directly into the enterprise's access control system. The addition of a new worker into the identity management system triggers a workflow which will provision that same new worker into the enterprise's physical security system.

A RightCrowd workflow request for access for a new worker will be automatically routed to the appropriate approvers, which might include the new worker's manager, the security director, and appropriate area managers for specific areas. The workflow approval process is pre-configured for each site area, helping to speed and automate the process. The approval process can be performed from a link contained in a system-created email or by accessing a portal where all outstanding approval requests are listed.

If an approver does not respond within a specified period (due perhaps to the approver being out of the office) the request is automatically 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, RightCrowd will automatically provision the requested access into the company's physical security system.

With RightCrowd, identity details for new workers don't need to be entered separately into IT business systems and physical access control systems. The process of adding the new worker to the company's HR or identity management system will automatically provision the new worker into the RightCrowd system, which will synchronize to the access control system without the requirement for manual intervention. This helps to eliminate the possibility of human error or company policies not being properly adhered to. All results are completely auditable.

- 1 **AUTOMATION OF PROCESSES**
to provision access to the enterprise's physical access control system with workflows automatically triggered by company events or individual requests
- 2 **STREAMLINED & ACCELERATED**
site access provisioning process for new workers
- 3 **ASSURES AREA OWNERS**
are automatically forwarded requests to approve access to sensitive areas
- 4 **ASSURES COMPETENCIES**
and required training credentials are checked for individuals prior to granting access to areas requiring these
- 5 **ASSURED COMPLIANCE**
with company and regulatory requirements for site access
- 6 **SEAMLESS INTEGRATION**
with the enterprise's business systems such as Identity Management, LDAP, HR, Training & Competencies, as well as the physical access control system
- 7 **WORKFLOW PROCESSES**
configured to the company's specific requirements
- 8 **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.