Lost/Forgotten Access Card Processing

Case Study

A client was looking for a more effective way to provide the service and reduce the operational cost to the business at the same time.

PROBLEM

Workers misplacing or forgetting their access cards creates a major administrative headache for enterprise security teams. For this client, the staffing required to manage lost/forgotten access cards efficiently was difficult to predict and highly irregular. This lobby would require triple normal staffing to quickly process forgotten or lost access cards on Monday mornings from 7-9 AM, with double the normal level of staffing other mornings to address the same issue.

This problem was aggravated when there were were large numbers of contractors or seasonal workers not used to carrying their access cards with them at all times.

The client had tried to speed up this process by issuing standard "general access" temporary access cards to workers who had forgotten their regular cards, but found they made workers less efficient as they couldn't readily access all of the areas of the site they needed to perform their duties.

The RightCrowd Solution

RightCrowd offers a self-service capability for lost and misplaced access cards. Leveraging existing self-service kiosks, the process is simple, intuitive, and secure. The worker can log in using their corporate domain credentials, used to identify the individual. Once authenticated, the kiosk can then dispense a site access card to the worker with access privileges matching those of their regular card. The worker's regular card is automatically deactivated at this time to ensure the lost/forgotten card is not used by someone else.

If the worker indicates their card was forgotten, the newly issued card is only activated for 24 hours (or until the end of that day, depending on configuration), and their original card is only temporarily deactivated. Should the worker find the lost card, the temporary card can be returned, and their original card will be reactivated.

As a result of its deep integration with the physical access control system, RightCrowd is able to replicate an employee's or contractor's access card privileges in near real-time. RightCrowd is able to authenticate an employee or contractor via their system access credentials through an integration with the organization's LDAP system. RightCrowd's bridging of the physical access control and IT business system domains makes this automated functionality possible.

By using the RightCrowd self-service kiosk, security staffing at reception can be significantly reduced, particularly during peak periods, and workers can be provisioned with new cards much faster. These same kiosks can be used to automatically process visitors using RightCrowd's Self-Service Visitor Management kiosk software.

1 **COMPLETE AUTOMATION** of processing of lost or forgotten access cards for employees and contractors, reducing the need for additional administrative staff to manage this process

2 **A NUMBER OF KIOSKS** can be scaled to reduce queues during busy periods, allowing its use for staff who forget or lose their access cards

3 **ALLOW FOR SECURE AUTHENTICATION** of employees and contractors using their regular domain login credentials

4 **REPLACEMENT ACCESS CARDS** Employees and contractors can receive temporary or replacement access cards with the same access privileges as their original cards

5 **COMPLETE INTEGRATION** with your enterprise's physical access control system in order to ensure records about temporary or replacement cards are properly synchronized, tracked and audited

6 **REPORTS** regarding use of temporary access cards to replace lost/forgotten cards can be generated for billing purposes

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.

RIGHTCROWD
EVERYONE ON SITE IS RIGHT

USA +1 (858) 356-2005
AUS +61 7 55 932 581

sales@rightcrowd.com
rightcrowd.com