PHYSICAL ACCESS BADGE MANAGEMENT ON THE NOW PLATFORM

Built on **now.**

DIGITALLY TRANSFORMING WORKPLACE ACCESS FOR THE FUTURE OF WORK.

In today's new normal, companies are fundamentally reassessing how to manage physical access to comply with COVID-19-driven security and safety mandates. Managing the process and data manually takes too much time and is error-prone.

Built on the NOW platform, the Physical Access Badge Management app by AlertEnterprise delivers a dedicated workflow for badge management, mobile credentialing and physical access administration, allowing customers to:

1 Simplify and automate building access, enhancing workforce experience

2 Eliminate security gaps with automated controls for badge activation/deactivation

3 Deliver continuous compliance with proactive policy enforcement

4 Keep auditors happy with end-to-end audit data tracking

5 Go digital with mobile credentialing for seamless and touchless access

6 See immediate ROI by leveraging existing technology investments

20%
Average Workforce Productivity Gain by providing the right access at the right time without delays

75%+
of identity and access tickets processed can be automated through physical access badge management

$15.7 MILLION
Annual Total Savings / Cost Recovery on Direct and Indirect Costs

Figures are annual projections for an AlertEnterprise customer with 30,000+ employees.

ISSUES WITH THE MANUAL BADGING PROCESS

- **Too many emails** back and forth to security and the badging office to issue new badge, replacement badge

- **No automated controls** on badge validity or badge templates

- **No end-to-end audit history** creates hours/days/weeks of reporting work

- **Increased risk** of badge remaining active after termination

- Lack of emergency **badge deactivation**

END-TO-END USER EXPERIENCE

The ServiceNow Employee Service Center provides a dedicated workflow stage for badge management and can be used with IT workflows.

- Open Request and Issue a Badge
- Badge Review and Print
- Badge Maintenance and Changes
- Badge Deactivation upon Termination

BADGE MANAGEMENT

- New or replacement badge queue
- Multiple badging offices supported

BADGE ISSUANCE

- Assign badge ID
- Print badge
- Submit to push to Physical Access Control System (PACS)
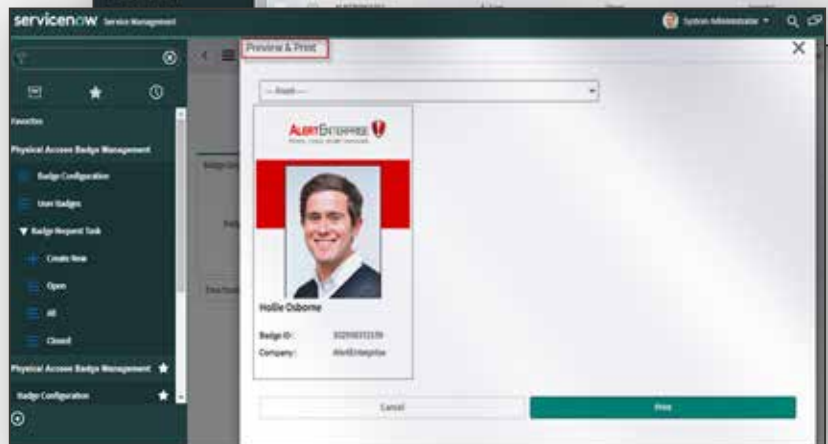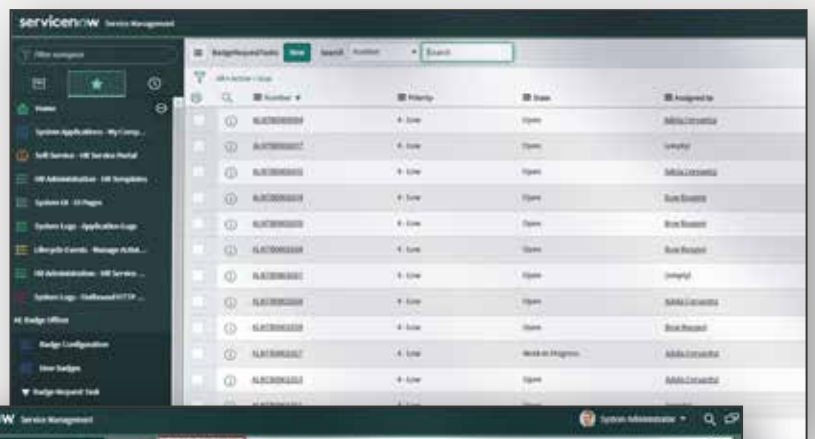
BADGE TEMPLATES

- Preconfigured badge templates
- Select the appropriate template from the drop-down
- Dual-sided printing supported

BADGE CHANGES

- Open cardholder profile
- Activate/Deactivate a badge
- Issue a temporary badge

TERMINATION WORKFLOW

- Open the request
- Select the badge and deactivate
- Recommended: Auto deactivate

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