US Utility Company: Powering Efficiency and Amping Up Security

Found a solution that not only streamlined their operations but also enhanced their security posture.
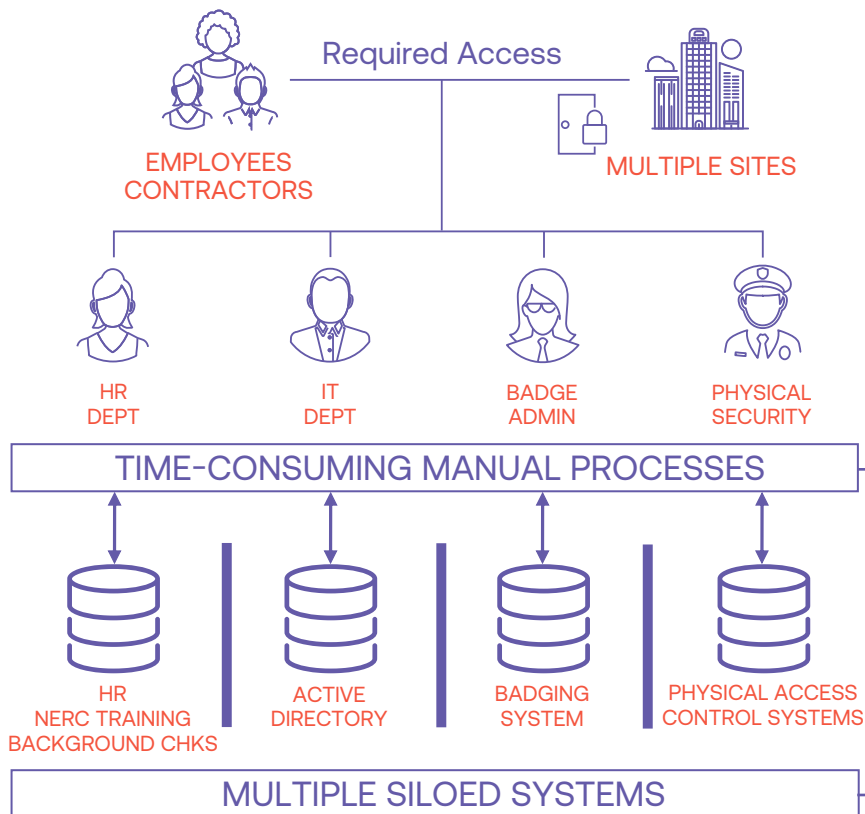
Challenge Overview

With a vast workforce of 28,000 employees and contractors dispersed across numerous sites, managing access control and ensuring the utmost security can be a complex challenge. This US Utility Corporation found a solution that not only streamlined their operations, but also enhanced their security posture: Guardian by Alert Enterprise. This customer success story highlights how the Guardian platform transformed the company's access management processes, delivering business enablement, empowering managers, and optimizing the badging office.

Required Access

EMPLOYEES CONTRACTORS

MULTIPLE SITES

HR DEPT

IT DEPT

BADGE ADMIN

PHYSICAL SECURITY

TIME-CONSUMING MANUAL PROCESSES

HR NERC TRAINING BACKGROUND CHKS

ACTIVE DIRECTORY

BADGING SYSTEM

PHYSICAL ACCESS CONTROL SYSTEMS

MULTIPLE SILOED SYSTEMS

Key Business Benefits.

- Web-based Operations for badge issuance
- Data errors eliminated by automation of HR feed and auto termination of card and access
- Automated Audit and History reports
- SLA Reporting
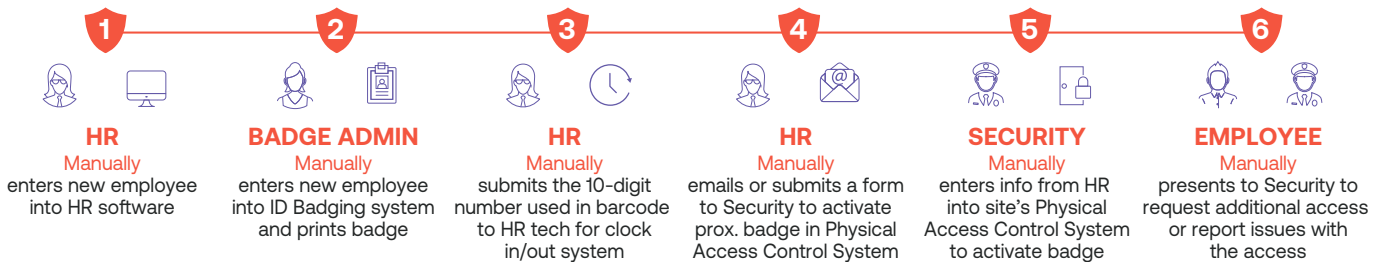- Significant reductions in access card printing wastage

Challenges:

- Vast workforce of 28,000 employees and contractors dispersed across numerous sites
- The HR, Physical Access Control, Badging and Active Directory systems operate in silos and are not integrated
- Granting and managing access for the HR and Security teams is a costly, time-consuming manual process that causes delays and frustration
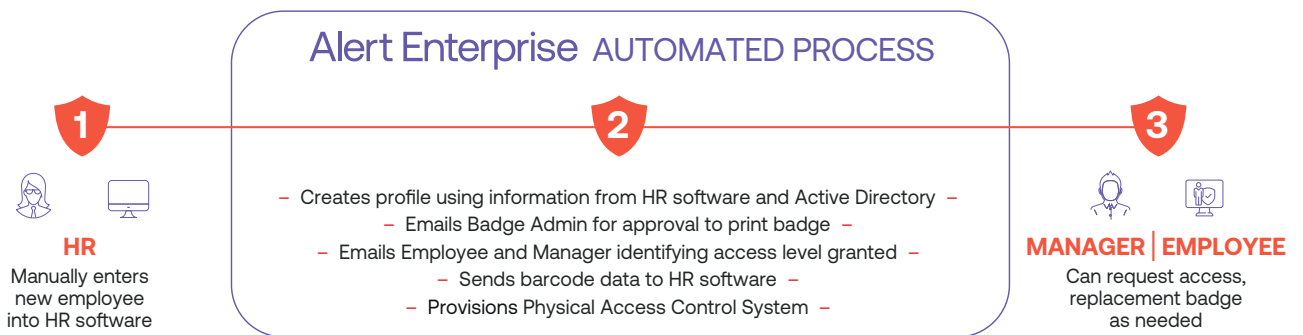
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Alert Enterprise Guardian Streamlining Access Control & Operations

The Alert Enterprise Guardian platform empowered the utility company's managers with a browser-based interface for requesting and approving access for their teams. The portal not only facilitated smooth access control but also recorded business justifications for every action taken, ensuring transparent decision making and audit compliance.

BEFORE: MANUAL PROCESS

1

HR
Manually enters new employee into HR software

2

BADGE ADMIN
Manually enters new employee into ID Badging system and prints badge

3

HR
Manually submits the 10-digit number used in barcode to HR tech for clock in/out system

4

HR
Manually emails or submits a form to Security to activate prox. badge in Physical Access Control System

5

SECURITY
Manually enters info from HR into site's Physical Access Control System to activate badge

6

EMPLOYEE
Manually presents to Security to request additional access or report issues with the access

AFTER: AUTOMATED PROCESS

Alert Enterprise AUTOMATED PROCESS

1

HR
Manually enters new employee into HR software

2

– Creates profile using information from HR software and Active Directory –
– Emails Badge Admin for approval to print badge –
– Emails Employee and Manager identifying access level granted –
– Sends barcode data to HR software –
– Provisions Physical Access Control System –

3

MANAGER | EMPLOYEE
Can request access, replacement badge as needed

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The Guardian Solution

Business Enablement for Employees/Contractors.

Guardian provided employees and contractors with a comprehensive self-service portal, offering increased visibility and control over their access privileges. Through an intuitive GUI, individuals can effortlessly view their current access permissions, empowering them with knowledge and transparency. The system also allows users to submit access requests directly, eliminating the need for time-consuming manual processes. Additionally, employees and contractors can conveniently set or reset their PINs, update their personal details and even request replacement badges in case of loss, theft, or new requirements. The company also leveraged Guardian to facilitate the management of NERC CIP and non-NERC CIP access levels, ensuring compliance with rigorous training checks.

Enhanced Capabilities for Managers/Supervisors.

The Guardian platform empowered managers and supervisors with powerful tools to oversee their staff's access and badges. Through a centralized dashboard, they gained full visibility into their team's access permissions, providing them with the necessary information to make informed decisions. Managers can now conveniently submit actions on behalf of their staff, approve access requests promptly, and receive timely notifications and updates regarding access-related activities. This streamlined process enables managers to perform hot terminations swiftly and conduct quarterly reviews of their direct reports' access, resulting in compliance and enhanced overall security.

Efficient Access Control for Area Owners.

With Guardian, area owners at the company now have enhanced control over who can access their specific areas. The system allows them to review the list of individuals with access privileges to their areas, giving them complete transparency and control. Area owners can approve access requests for critical areas, add or remove access assignments on an ad-hoc basis, and conduct CIP Access Quarterly Reviews seamlessly. This level of control ensures that access privileges align with business requirements, bolstering security and maintaining compliance.

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The Guardian Solution

Optimizing the Badging Office.

The Guardian platform introduced a range of optimizations that significantly improved the efficiency of the company's badging office operations. By implementing web-based operations for badge issuance, they eliminated data errors and inconsistencies by automating the integration with their HR system (PeopleSoft). This integration enabled automatic validation and termination of access for employees, ensuring data consistency and reducing manual errors. Furthermore, Guardian provided automated audit and history reports on access card issuance, simplifying compliance efforts and enhancing security. The company also gained valuable insights through SLA reporting, enabling them to identify areas for further improvement. These optimizations led to a substantial reduction in access card printing wastage, contributing to cost savings and environmental sustainability.

Seamless Integration and Deployment.

The company leveraged the power of Guardian to seamlessly integrate their existing IT landscape, including the Picture Perfect and Lenel OnGuard access control systems. The solution effortlessly integrated with the company's HR system (PeopleSoft), NERC Training, Background Check, and Active Directory, creating a holistic ecosystem that maximized operational efficiency and security. Alert Enterprise seamlessly integrated with the in-house IT infrastructure, minimizing disruption and helping to assure a smooth deployment process.

Measuring Your Return on Investment with Guardian.

75%+
of identity and access tickets processed can be automated

20%
Average Workforce Productivity Gain

MILLIONS
in Annual Total Savings/Cost Recovery

These figures are based on annual projections from an Alert Enterprise customer with 30,000+ employees, and do not apply to this specific case study.

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User Group Functionallity

Managers / Supervisors.

- Have visibility to their staff's access/badges
- Submit actions on their staff's behalf
- Approve access requests
- Receive timely notifications/updates
- Perform hot terminations
- Quarterly review of their reports' access

Employees / Contractors.

- Have visibility to their current access
- Submit access requests via self-service, intuitive GUI
- Have their PIN set/reset
- Update their photo and details
- Submit replacement badge request (Lost/Stolen/New)
- Request NERC CIP / non-NERC CIP Access levels (based upon NERC CIP training checks)

Badging / Access Use Cases:

- End User Self Service
- New Badge Request
- Lost Badge Request
- Replace Badge Request
- Activate/Deactivate Badge Request
- Extend validity dates
- Reset PIN
- Request Non-NERC CIP access level
- Request NERC CIP access level
- Removal of access level

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Alert Enterprise has transformed our physical identity access management processes, enabling us to streamline our operations, enhance our security posture, and maintain compliance across our vast workforce, delivering peace of mind and a powerful solution to an ever-evolving challenge.

*- **Security Analyst***
US Utility Company

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