



Customer Success Stories.



Northern Indiana Public Service Company (NIPSCO)



The Power of Automation.

With over 1.2 million customers and nearly 3,000 employees, Northern Indiana Public Service Company (NIPSCO) is one of Indiana's largest natural gas and electric organizations. Once inundated with error-prone, manual processes, this critical infrastructure organization needed an access control solution that could mitigate system inaccuracies, automate training, manage badging and improve auditing and reporting.

As the industry shifts from fossil fuels to renewable resources, utility organizations like NIPSCO are also expanding their physical footprint to accommodate remote stations – necessitating the demand for a united, enterprise-wide system.

Solution Chosen: Guardian PIAM.

With the Alert Enterprise Guardian Physical Identity and Access Management (PIAM) system, NIPSCO was able to move from manual to automated processes. Today, NIPSCO uses Guardian for badge management, access control, yearly training automation and maintaining CIP compliance.

Key Takeaways.

Guardian has helped streamline NIPSCO's access control and badging processes. Before implementation, new employees had to wait a couple of weeks to gain access to company facilities. With Guardian, they're granted immediate access to the places they need to be – and that access can be removed as quickly as it's given.

It has also helped significantly with regular auditing and reporting.

"The last few audits have done very, very well and Alert Enterprise has been a big part of that success story," said Jim Schmidt, CIP Compliance Systems Engineer for NIPSCO. "Our goal is to always have zero violations and we're very close to that. A lot of that success is due to Alert Enterprise."



The last few audits have done very, very well and Alert Enterprise has been a big part of that success story. Our goal is to always have zero violations and we're very close to that."



Jim Schmidt
CIP Compliance Systems Engineer
NIPSCO