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Case Study: Automotive

How to ensure an effective Physical Identity & Access Management

Challenges in the automotive industry

Both in automotive production and the supplier industry, complex global supply chains involve numerous temporary workers and external contractors who require secure yet flexible access to distributed facilities.

Common challenges

- **Multiple sites worldwide,** struggling to apply consistent access policies and identity governance
- **Managing short-term access** for external personnel without compromising security
- Access control failures can halt production, so **reliability and uptime** are critical
- Visitors need **temporary credentials**
- **Strict industry standards** (e. g. ISO, TISAX) require controlled, auditable access to sensitive areas like R&D labs or production lines

Specific project challenges

A large automotive production company with over 150,000 employees and around 50 sites worldwide was looking for a secure, efficient and flexible Physical Identity & Access Management (PIAM) solution.

Goal was to realise a unified, global solution for all sites running on own cloud servers, for 1 mio. credentials (not only for the fixed employees, but also for external staff).

1 mio. credentials at 50 global locations to be managed

Secure access management for employees, visitors, and external staff

Compliance with requirements, e.g. ISO, TISAX, NIS2

The company operated an existing credential management system which should be **transitioned seamlessly** into the new PIAM solution, meaning that it should remain fully operational and secure during the implementation period.

The new solution had to fulfil strict security, encryption and data protection requirements according to **ISO 9001, ISO 27001 and TISAX**.

Around **15 different third-party systems** such as HR, IT, access, and contractor management systems should be directly connected to the overall solution.

The solution should run on the company's cloud servers, giving them complete control over the data, and allowing them to **manage credentials in-house.**

AT A GLANCE

Challenges

- **50 distributed sites** around the globe
- **1 mio. credentials** to be managed
- Highest **security requirements**
- Around **15 third-party systems** to integrate
- Efficient and secure **visitor management** to be realised

The solution

The automotive production company has implemented the following ID-ware products and services, ensuring **security, efficiency, compliance and a seamless experience** for employees, visitors, and contractors:

- Credential Management Module
- Access Management Module
- Visitor Management Module
- Credentials as a Service
- Card Personalisation SDK (IDES)

The comprehensive ID-ware solution is installed on the company's cloud servers, allowing them a **self-sustained maintenance.**

A **smooth transition** from the old credential management system to the new PIAM solution was realised via a **direct interface** to the old system, ensuring that it remained functional until the start of the new solution.

Integrated third-party systems

Human Resources · Access Control · IT · Contractor Management · Time-keeping · Others

Around 15 third-party systems, e.g. HR systems containing employee details, access control, IT, and timekeeping systems, were integrated into a single PIAM platform to achieve **centralised control and data management.**

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Credentials as a Service

For rolling out the new cards, ID-ware's **Credentials as a Service** was used: ID-ware took over the chip encoding and bulk printing of the huge first amount of credentials (around 1 mio. cards) corresponding to the highest security and data protection level (i.e. ISO, TISAX) and shipped them to all different international company locations.

The credentials were rolled out gradually, one region at a time. This ensured the solution was effective and functional before implementing it worldwide and also allowed to troubleshoot the implementation at each location without risking worldwide operations. ID-ware installed the credential management software on the automotive company's cloud servers, giving them complete control over the data, and allowing them to manage credentials independently.

In-house card personalisation

To design and produce further credentials on their own, the company uses the ID-ware **Card Personalisation SDK: IDES** (ID-ware Enrolment Services) is a modular Software Development Kit (SDK), a complete solution for smart card personalisation.

Its Graphical Layout Designer simplifies **creating, customising and managing card layouts**. Photo and signature capture as well as chip encoding are easily possible with IDES.

Access Management

The ID-ware Access Management module has significantly transformed the automotive company's **global, cross-site access management, providing a secure, centralised, and automated system.**

It simplifies oversight of physical access authorisations and ensures compliance across all locations:

- Unified, **cross-site management** of physical access permissions

- Automatic assignment/withdrawal of authorisations, **cutting manual work**

- **Flexible workflows** for requests, approvals, and high-risk scenarios

- Dynamic, **attribute-driven permissions** that adjust automatically

- Clear traceability & **compliance** with company and regulatory policies

- **Stronger security** through centralised reporting and monitoring

- **Reduced administrative costs** with streamlined processes

Today, the company has **full, real-time visibility and control** of all access permissions.

A **secure, efficient, and adaptive system** is in place that keeps pace with organisational changes while minimising risk.

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Visitor Management

To deal with high visitor volumes, long queues, inconsistent visitor management processes depending on the location and increasing security requirements such as NIS2, the company has implemented ID-ware's **Visitor Management** module:

- Easy visitor scheduling with **automatic invitations** and optional room booking

- **Self-registration** via visitor portal, incl. safety info & a QR code for fast check-in

- Self-service terminals with optional ID scanning (**secure identity verification)**

- **Temporary access rights** assigned digitally to badges or QR codes (automatic removal after the visit)

- **Complete visit traceability**, incl. areas accessed and duration (fully supporting NIS2 compliance)

The company now handles its daily flow of visitors smoothly, securely, and efficiently (**less manual processes**). Increased security and compliance is ensured due to consistent, traceable processes across all global sites.

The receptions benefit from less workload, whereas visitors have **shorter waiting times** and enjoy a more professional experience. This creates a positive, modern impression at every company location.

Project result

ID-ware's PIAM Suite has significantly improved security and operational efficiency across the automotive company's global sites. Locations now benefit from streamlined access controls, real-time monitoring, and consistent compliance with corporate and offical policies.

AT A GLANCE

Solution Benefits

- **Secure Credential & Access Management,** easily scalable to increasing number of employees

- Global **Visitor Management** solution, ensuring secure identity verification and a simplified process

- **Compliance** with highest security standards and industry-specific directives

- Software development kit to realise customised **card management and production in-house**

About us

ID-ware is a leading global provider of Physical Identity and Access Management (PIAM) solutions.
With over 20 years of experience, we are specialised experts for effective identification and authentication processes to support large-scale organisations.

Our innovative and secure products in connection with our strong principle of long-term partnerships make our customers profit from customised solutions for their complex environments.

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