

PHYSICAL ACCESS

PHYSICAL ACCESS MANAGEMENT OF THE CORPORATE BUILDINGS OF A BANK - 2011

Used services

- ✓ Project & Change Management
- ✓ Process & Information flows
- ✓ Tools & Databases
- ✓ Reporting

Context

In 2010, the client wanted to replace its physical access management tool, which had been implemented 5 years ago. The tool didn't give satisfaction nor to the users, clients or management.

Headlines

- ✓ Major Belgian Bank
- ✓ > 100 000 people recorded in the database
- ✓ Time clocking of +/- 10 000 people
- ✓ 50 000 visits a year
- ✓ > 100 corporate buildings
- ✓ +/- 150 users of the software (guards, audit, IT room managers, etc...)

FacOrg Contribution

Step 1 : analysis of the existing situation

We have analysed the software and the way it has been configured. We have recommend to the client to keep the tool (software and hardware components), but to change the configuration of the tool and to upgrade it to the latest version.

Step 2 : update and upgrade the tool

We have upgraded the tool and changed some configurations of the software in collaboration with the IT responsible. By acting like this, the tool became more clear and comprehensive for the users.

Step 3 : adapt procedures

We have changed some procedures and synchronisation rules in order to limit the generation of doubles or non-relevant elements. We have also harmonised the different processes in order to unify the different ways of working and data streams.

Step 4 : reportings

We have put in place several reportings in order to provide to the users a better comprehension of their data (comprehension reports), data lists to clean (action reports) and statistics (control reports)

Impacts of the project

The software has been back on track. Based on the re-gained control on the tool and the good results obtained, several other projects have been initiated. For example :

- Parking occupancy count and displays based on access clocking
- End-user application in order to let employees of the bank ask specific accesses
- Etc...