

CUSTOMER CASE STUDY

# University Campus Access Governance

Keeping Pace with Students That Never Stop  
Moving



## Customer Overview

A leading private research university in the Northeastern United States operates a highly distributed campus spanning more than 350 buildings across two miles.

The university supports over 150,000 identities—including students, faculty, staff, and contractors—with access requirements that vary across dormitories, dining facilities, academic buildings, and specialized environments.

In this environment, physical access is not just a security function—it is foundational to daily campus life. Every housing assignment, class schedule, and student movement depends on accurate, timely access.

## The Challenge: Access That Keeps Pace with Campus Life

Unlike traditional enterprise environments, university campuses operate on constant, high-volume change. At this institution, a fragmented access management environment had to support:

- Continuous student housing changes—including same-day room moves.
- Large-scale semester transitions with 200,000+ record updates.
- Thousands of daily access decisions across dorms, dining, and campus facilities

### Disconnected Systems

Housing, dining, and departmental access systems operated independently, each provisioning access differently with no centralized governance.

### Decentralized Infrastructure

More than 20 separate access control instances existed across campus, creating inconsistent policies and limited visibility.

### Manual Processes and Friction

Access issues were common—students arriving at dorms or facilities without the correct permissions, requiring manual intervention and investigation.

### Limited Visibility and Control

Security and administrative teams lacked a unified view of access, making it difficult to answer basic questions: Who has access? Why? And should they still have it?

## The Reality Before Governance

**20+**

Disconnected access control systems

**200K+**

Records processed during academic transitions

**Frequent**

Student access issues and delays

**Zero**

Centralized visibility into access decisions

## The Solution:

### Policy-Driven Access Built for Higher Education

The university implemented RightCrowd SmartAccess as a centralized access governance layer across its campus. Rather than replacing existing systems, the platform integrates multiple data sources and applies policy-driven logic to automate access decisions in real time.

- **Unified Access Across Campus Systems:** RightCrowd SmartAccess consolidates housing, dining, and identity data into a single governance platform, aligning access decisions across all systems.
- **Dynamic, Attribute-Based Access:** Access is automatically assigned based on attributes such as housing assignment, enrollment, and organizational affiliation—ensuring permissions reflect real-time student status.
- **Built for Academic Scale and Speed:** A dual-lane processing architecture supports both real-time updates and large batch transactions, enabling the university to handle thousands of same-day changes and large-scale academic transitions.
- **Automated Provisioning and Revocation:** Access is granted and removed automatically as underlying data changes—eliminating manual intervention and reducing risk.
- **Self-Service Access Requests:** Students, faculty, and staff can request access through structured workflows, with approvals and audit trails enforced automatically.

## What Changed

→ From fragmented systems to unified access governance

→ From reactive troubleshooting to proactive control

→ From manual updates to automated, real-time provisioning

→ From inconsistent policies to standardized, auditable decisions

# The Results:

## Seamless Access Across Campus Life

Access is now aligned with how campus life actually operates.

- Students receive the right access automatically based on housing and enrollment
- Room changes and access updates are reflected in near real time
- Lost card replacement and access issues are resolved quickly through self-service

“I have not had a single student access complaint—which is unusual, as there are typically many.”

University Administrator • Campus Operations

### Student Experience Impact

**Zero**

Student access complaints reported after deployment

**<5 Min**

To resolve common access issues such as lost cards

**Real-Time**

Updates for housing and access changes across campus

### Operational Impact at Scale

**150K**

Records processed during academic transitions

**20K+**

Same-day transactions supported at peak

**20+**

Systems unified into one governance layer

**200K**

Records processed during academic transitions

## A Foundation for the Modern Campus

# The Future of Campus Access Starts with Governance

By replacing fragmented systems and manual processes with centralized, policy-driven governance, this university has fundamentally transformed how access is managed across campus. RightCrowd SmartAccess aligns access with real-time institutional data—ensuring that security, operations, and student experience move together.

As campus environments continue to evolve, the university now operates on a scalable foundation designed to support growth, reduce complexity, and deliver consistent, reliable access across every facility.



## About RightCrowd

Founded in April 2004, RightCrowd pioneered the Physical Identity & Access Management (PIAM) category with a vision to transform how enterprises secure their people, places, and assets. As organizational complexity and regulatory demands have grown, we've remained committed to one principle: enterprise-grade security requires automation, intelligence, and trust.

Today, RightCrowd is the global leader in PIAM and enterprise visitor management, safeguarding millions of identities and securing operations for Fortune 500 enterprises, critical infrastructure providers, and technology innovators worldwide. With over two decades of expertise, we have delivered some of the largest and most complex access governance deployments, validated by trusted relationships across industries where security is non-negotiable.

At the center of our portfolio is RightCrowd SmartAccess, a cloud-native PIAM platform that unifies employees, contractors, and visitors under compliance-grade governance. Embedded AI/ML capabilities automate workflows, provide predictive insights, and ensure real-time auditability—helping enterprises enforce policies, strengthen resilience, and reduce risk.

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### Get in Touch

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