

CUSTOMER CASE STUDY

Aerospace Access Governance at Scale

Governing Visitor and Contractor Access
Across 90 Global Sites



Customer Overview

A leading global aerospace manufacturer specializing in aircraft and defense technologies operates a complex network of manufacturing, engineering, and operational facilities worldwide. Following its transition into an independent company, the organization began modernizing core systems to support its next phase of growth.

The company manages a highly sensitive environment where proprietary technologies, export-controlled information, and regulated operations intersect. Across approximately 90 global sites, including 40 locations in the United States, it supports a workforce of 200,000+ identities, including tens of thousands of contractors who require ongoing access to secure facilities.

In this environment, access is not simply a security function. It is tightly connected to compliance, operational continuity, and protection of critical intellectual property.

Industry
Aerospace &
Defense
Manufacturing

Sites Managed
90 Global Sites

Identities Managed
200,000+

Contractors
Tens of thousands



The Challenge

Breaking Point for Legacy Access Management

A Legacy System That Could No Longer Evolve

The existing platform had been heavily customized over time, making it difficult to maintain, costly to upgrade, and increasingly restrictive. Even routine changes—such as adding new locations or modifying workflows—required vendor intervention, slowing operations, and limiting flexibility.

Ultimately, the organization faced a clear decision: rebuild the system from the ground up or replace it entirely.

They chose to modernize.

Fragmented Visitor and Contractor Workflows

The organization manages both short-term visitors and long-term contractors, but these populations were handled through inconsistent and inefficient processes.

Contractor access was initiated manually by employee sponsors, with limited visibility and no centralized governance. This created operational friction and increased administrative burden across sites.

Compliance Gaps in a Highly Regulated Environment

As an aerospace and defense manufacturer, the organization must enforce strict export control regulations to prevent unauthorized access to sensitive technologies.

Previously, required export control documentation existed outside the access workflow. Visits could proceed before forms were completed, forcing security teams to manually track and enforce compliance after the fact.

Global Operational Complexity

With sites spanning North America and Europe, the organization also faced regional regulatory differences, including strict data privacy requirements that impacted how visitor and identity data could be collected, displayed, and managed.

The Solution

Replacing Legacy Constraints with Modern Access Governance

The organization selected RightCrowd SmartAccess to modernize how visitor and contractor access is governed across its global operations.

They implemented a modern, cloud-based access governance platform designed to support flexibility, scalability, and compliance from the outset.

RightCrowd SmartAccess was deployed alongside the existing access control environment, introducing centralized workflows, policy-driven controls, and improved visibility—without disrupting established infrastructure to:

Unify Visitor and Contractor Access Workflows

The platform supports both:

- Short-term visitors through pre-registration and on-site processing
- Long-term contractors through structured onboarding and credential management

By bringing these workflows together, the organization established a consistent approach to managing all non-employee access.

Embed Compliance and Export Control Enforcement

Export control requirements were integrated directly into the visitor registration process. Required data and acknowledgments must now be completed before a visit can proceed, ensuring compliance is enforced before access is granted, rather than after.

Integrate Screening and Risk Identification

The organization integrated third-party screening services into the workflow to evaluate visitor eligibility during registration. Potential risks are automatically flagged for review, allowing security teams to make informed decisions before approving access.

Centralize Configuration with Local Flexibility

Security teams can now manage locations, workflows, and data fields directly within the platform—eliminating reliance on vendor tickets for routine changes. At the same time, the system supports regional requirements, including stricter data handling controls for European sites.

Deploy Faster Support and Continuous Improvement

As a managed cloud solution, the platform enables faster issue resolution, streamlined updates, and ongoing improvements without the operational overhead of legacy environments.

Deployment at Scale: From Pilot to Global Rollout

The deployment began with a focused pilot across key locations, including:

- The organization's largest U.S. site
- Additional U.S. facilities
- A Canadian site
- A European site

Following successful validation, the platform was rapidly expanded:

- All U.S. locations were brought online
- Global rollout followed shortly after
- Legacy systems were decommissioned as part of the transition

Today, the platform supports access governance across approximately 90 sites worldwide, providing a consistent framework across diverse operational environments.

The Results: From Constraint to Control

Operational Improvements

- Replaced a heavily customized legacy platform with a modern, flexible solution
- Enabled security teams to configure and manage workflows without vendor dependency
- Streamlined visitor and contractor processes across global sites
- Reduced administrative overhead for access requests and approvals

Compliance and Risk Reduction

- Embedded export control requirements directly into access workflows
- Eliminated manual follow-up for required compliance documentation
- Introduced real-time screening and risk flagging during visitor registration
- Improved consistency of access decisions across locations

Faster Support and System Responsiveness

- Accelerated issue resolution through direct platform access in a cloud environment
- Enabled faster updates and deployment of fixes
- Reduced reliance on complex coordination required in legacy systems



Looking Ahead

A Foundation for Secure, Scalable Access Governance

By replacing a legacy platform with a modern access governance solution, the organization established a more flexible and resilient approach to managing visitor and contractor access. RightCrowd SmartAccess now provides a centralized framework that supports:

- Secure access to highly sensitive environments
- Consistent enforcement of compliance requirements
- Adaptability as operational and regulatory needs evolve

As the organization continues its transition as an independent aerospace company, it now operates on a foundation designed to scale—supporting global growth, improving operational efficiency, and strengthening control over who can access its most critical environments.



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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