RIGHTCROWD

CUSTOMER CASE STUDY

Governing Physical Access at Hyperscale

Access governance across 300+ sites and millions of identities

Customer Overview

A global technology company operates one of the largest and most complex data center environments in the world, with more than 300 highly secure facilities supporting critical digital infrastructure.

The organization manages millions of identities, including employees, contractors, vendors, and visitors, across a rapidly expanding global footprint. With significant growth planned over the next three to five years, maintaining consistent, secure, and auditable access across this environment is essential to both operational continuity and compliance.

Industry
Data Centers

Sites Managed
300+

Identities Managed
Millions

Scale
Hyper Growth

The Challenge

As the organization's data center footprint scaled globally, traditional physical access models became increasingly difficult to govern.

The challenge was not access enforcement. The organization already operated a best-in-class Software House C•CURE 9000 physical access control system. The challenge was governance—ensuring that access decisions were consistent, auditable, and adaptable across hundreds of sites and millions of identities in an environment defined by constant change.

Key challenges included:

- **Scale and Complexity:** Millions of identity records with frequent role and site changes
- **Velocity:** Continuous updates to access rules, workflows, and approval structures
- **Security Risks:** With people continually changing roles or leaving projects, consistently enforcing identity controls and revoking access reliably became a growing concern.
- **Compliance:** Quarterly audits requiring provable accountability for access decisions
- **Operational Risk:** Minor upstream changes could create outsized downstream impact without centralized governance

The organization required a governance layer capable of scaling alongside rapid expansion without slowing operations or increasing risk.

The Solution

The organization selected RightCrowd SmartAccess as the physical identity and access governance layer for its global data center environment — deployed above the existing C•CURE 9000 infrastructure, orchestrating how access is requested, approved, provisioned, and audited without replacing proven enforcement systems.

- Centralized access request and approval workflows across all data center sites
- Policy-based provisioning aligned to role, site, duration, and purpose
- Integration with internal systems that define work scope and eligibility
- Continuous workflow refinement to reflect evolving business and compliance requirements

The Results

Governance at Scale

- Physical access governed across 300+ global data center sites
- Millions of identities managed under consistent, auditable access logic
- Daily access activity supported without manual bottlenecks

Access decisions are traceable, defensible, and aligned with current policy, supporting both operational continuity and compliance.

Deep Operational Integration

RightCrowd SmartAccess integrates with internal systems to enable end-to-end access workflows. Approved work requests automatically generate access requests, provisioning credentials and access levels downstream into C•CURE 9000 to:

- Reduce manual effort
- Embed governance directly into daily operations
- Accelerate time-to-site

Operational Agility

This ensures access governance keeps pace with business change rather than lagging behind it.

- 8—10 minor workflow or policy changes per month
- 1—2 medium-complexity process changes per month
- Major integrations delivered on ~6-month timelines
- Most changes move from design to production in 30—45 days

This ensures access governance keeps pace with business change rather than lagging behind it.

Audit Readiness

The platform enables reporting aligned to how audits are actually conducted:

- Who accessed secure facilities
- Why access was granted
- Who approved access
- Whether access aligned with policy at the time

This reduces manual investigation and accelerates audit response.

Looking Ahead

Over time, RightCrowd SmartAccess has become embedded in the organization's core access governance processes — sitting at the intersection of identity, access policy, operational workflows, and audit requirements, and integrated into how sites are onboarded, access decisions are made, and compliance is demonstrated.

This foundation is built to scale. Global data center capacity is projected to double by 2030, driven by cloud adoption, AI workloads, and increasing demand for digital infrastructure. RightCrowd SmartAccess grows alongside that trajectory — supporting new locations, evolving access models, and increasing identity volumes without architectural disruption.

RIGHTCROWD
EVERYONE ON SITE IS RIGHT

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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