

CUSTOMER CASE STUDY

Secure Access Across Global Data Centers

From fragmented access to centralized
control across 100+ sites



Customer Overview

A leading global enterprise technology company with vast infrastructure supporting its cloud platform required a comprehensive physical access solution. As part of an ambitious plan to build and operate 100+ new data centers across the globe within 3–5 years, the organization needed a solution that could scale while maintaining the highest levels of security, efficiency, and compliance.

The engagement was led by the company's Global Physical Security team, responsible for all aspects of physical security—from badges and cameras to readers, security apps, and vendor management.

Their mission: bring advanced security technology across the enterprise's data center ecosystem.

Industry
Data Centers

Company Size
10,000+ employees

Sites Managed
100+

Identities Managed
30,000



The Challenge

The enterprise's rapid infrastructure expansion wasn't just ambitious—it was complex. As new facilities came online, the company faced mounting pressure across operational, security, and compliance fronts:

- **Scale and Complexity:** Managing hundreds of global sites demanded centralized policy enforcement without compromising local flexibility. It wasn't just about control; it was about maintaining agility at scale.
- **Manual Processes:** Onboarding and offboarding procedures were bogged down by spreadsheets, emails, scattered approvals, and too many moving parts. Real-time visibility into who had access, and why? Practically nonexistent.
- **Security Risks:** With people continually changing roles or leaving projects, consistently enforcing identity controls and revoking access reliably became a growing concern.
- **Compliance Pressure:** The organization operates in dozens of regulatory environments, so access logs had to be airtight. Audits weren't negotiable, and proving who had access, when, and why wasn't optional.
- **Integration Gaps:** HR, facility, and security systems weren't talking to each other, making it hard to keep access aligned with personnel changes and risking inconsistent policy enforcement.

It was clear a fragmented model wouldn't scale. The enterprise needed something unified, automated, and secure—a solution that was ready to evolve alongside its infrastructure goals.

The Solution

The organization chose RightCrowd SmartAccess as the foundation of its Physical Identity and Access Management (PIAM) initiative. From day one, the goal wasn't just modernization. The focus was on building a future-ready ecosystem—something that wouldn't just handle today's needs but evolve with tomorrow's demands.

- **Centralized Access Control:** RightCrowd became the single source of truth for access provisioning and revocation. With one platform, the enterprise gained visibility and control across its entire global data center footprint.
- **Automated API Integration:** Built on a RESTful framework, the platform allowed real-time synchronization with the company's HR systems, physical access control systems (PACS), and the broader security stack. Policy changes synced automatically—no manual updates required.
- **Biometric Intelligence:** The organization introduced Alcatraz AI-powered facial authentication at key sites, while RightCrowd SmartAccess automated the full identity lifecycle throughout the platform. The result? A secure, touchless experience for their global teams.
- **Architecture Built for Scale:** The cloud—native deployment means new data centers can onboard quickly. Local teams get flexibility, and corporate teams maintain oversight. All of which lay the groundwork for fast, secure growth.

This wasn't just an upgrade. It was a foundational shift—toward an access ecosystem built for speed, scale, and trust.

The Results: From Constraint to Control

The enterprise's go-live marked the beginning of a broader transformation across its physical security ecosystem.

Immediate Benefits

- Automated onboarding/offboarding for employees and contractors.
- Reduced manual workload for facility managers and security teams.
- Enhanced access security via biometric authentication
- Real-time auditability and centralized visibility
- Faster policy enforcement and identity lifecycle management

Long-Term Impact

- Platform ready to scale across 100+ global data centers.
- Operational cost savings through automation
- Future-proofed infrastructure with extensible APIs and AI capabilities
- Foundation for deploying visitor kiosks and expanding use cases.



Looking Ahead

Following the successful launch of core PIAM and select visitor management functionality, the organization is already planning to expand. Discussions are underway to implement RightCrowd Visitor Kiosks across their global data centers, enabling enhanced check-in experiences and better contractor oversight. With RightCrowd SmartAccess, the enterprise is building a scalable, secure, and intelligent access control ecosystem—designed to support their infrastructure today and well into the future.



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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