



HID Enhances Security and Productivity With Crescendo® Cards at French Office

Nine out of ten Fortune 500 companies rely on HID for a wide range of physical and digital security solutions. HID supports secure access to workspaces and digital resources, offering a variety of authentication methods and form factors that meet stringent security standards and certifications. This ensures trusted access for millions of employees worldwide.

CHALLENGES

HID's French office selected a group of over 70 employees to serve as a real-world testing ground for refining its Crescendo Card products. The goal was to provide employees with access to both physical and digital assets using the Crescendo Card and gather valuable feedback, to ensure that HID's solutions meet the demands of everyday use and are primed for excellence, ultimately delivering exceptional value to customers.

Those spaces and assets included physical access to the office building (a space that is shared with other companies), HID's office, the parking garage, the gym, and for payment at the cantina — as well as login to digital applications such as Windows, Gmail, Dropbox and other applications with either an embedded or OMNIKEY® reader.

“By having our own team test the product across various use cases, we not only ensured its robustness but also gathered valuable insights for continuous improvement. This hands-on experience allowed us to bring forward enhancement recommendations that directly benefit our customers,” said Eric Vila, Director of Product Management at HID.

SOLUTION

Making employee authentication easy yet undecipherable for criminals is no easy task. The Crescendo Cards can be used as a single corporate badge that secures passwordless access to both facilities and digital enterprise resources, making it convenient for employees who are already used to ID cards to access buildings and not requiring them to carry additional devices.

Crescendo Cards have the flexibility to address different user needs with passkeys or certificate-based authenticators and the broadest range of physical access technologies, including iCLASS, Prox, Seos and MIFARE DESFire. Additionally, they offer contact and contactless interfaces for FIDO and PKI, and the option to have a single PIN that can be used with both technologies, preventing employees from having to remember more than one PIN for the same device.

Crescendo Cards are certified for FIDO2 and NIST FIPS 140, supporting future-proof multi-protocol standards and aligning with recommendations of NIST Digital Identity Guidelines.

Lastly, the remote device unlock and PIN reset capability for FIDO and PKI technologies prevent employees from having to replace devices in case of a locked device or forgotten PIN.

Employees were given the choice to keep existing cards that only enabled physical access rather than being forced to replace them from day one. "Our primary aim was to ensure everyone felt safe and comfortable with the transition," Eric added. Today, the vast majority of employees in the office have chosen to use Crescendo Cards to access both the shared building and offices, acknowledging the convenience and security they provide.

RESULTS

In an employee survey following implementation, HID's France-based employees gave the Crescendo Card positive ratings, with the majority giving it a ranking of 4 out of a possible 5.

Among employees, almost all of them (97%) are using the card to access the building and HID office; 63% are accessing the parking garage; 55% are accessing digital assets; and 34% are using the Crescendo Card for cantina payments.

Asked about the value of a single card for physical and logical access, 69% of workers said the card was easy to carry and 46% appreciated not having to remember or reset passwords. An added bonus for employees who travel is that the Crescendo Card also provides access to the HID offices in other countries.

A key lesson from this deployment is the importance of collaboration among major stakeholders, such as information security, IT and office management, to ensure a smooth rollout. HID's professional services and expertise have proven to be significant strengths, particularly when it comes to supporting customers through similar implementations, ensuring efficient and effective deployments are tailored to their unique needs.



SOLUTION:

Crescendo Card

"Positive employee feedback about the Crescendo Card centers on the convenience of carrying just one card for both physical and logical access. Also high on the list is eliminating the hassle of having to remember and reset passwords. An added bonus for employees who travel is that the Crescendo Card provides access to the HID offices in other countries."

Eric Vila
Director of Product Management
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