

AIG Access Control Migration Project



AIG Corporate Headquarters, New York, NY, USA

A merger or major corporate rebranding can often provide the trigger for upgrading an organization's access control system to improve security. This is what AIG did when it integrated its property casualty business in Europe into the company's unified corporate AIG brand. In addition to rebadging thousands of employees, AIG moved the group onto a higher-security HID Global access control platform that also future-proofed the company's access control infrastructure so AIG can easily add new technologies and capabilities over time without having to overhaul its system.

Challenges

AIG is a leading international insurance organization serving commercial, institutional and individual customers in more than 130 countries and jurisdictions. Over the years, AIG has evolved and developed stronger global integration among its business and functional areas. Some areas of the company maintained independent legacy access control systems, which collectively served approximately 25,000 AIG employees. Meanwhile, AIG was using HID Global's low-frequency proximity solution at its corporate headquarters.

During 2012, AIG began a major corporate rebranding project with the complete repayment of support to the company during the financial crisis. This included a \$22.7 billion profit to the U.S. government and a resurgence of employee pride. One part of this rebranding effort was bringing AIG's Chartis Europe Limited organization under the AIG Europe Limited name. This simultaneously offered an opportunity for the company to centralize security and migrate from a lower-security 26-bit proximity card solution onto a new corporate standard for access control based on high-frequency contactless smart card technology.

According to Allen Viner, Director of Security Technology at AIG, the move posed a number of challenges. Many different access control systems were being used at multiple locations, and none of them worked together. "Prior to the rebranding, the company's plan had been to upgrade access control systems only when they became obsolete or inoperable," Viner explained. "The rebranding campaign provided the impetus to accelerate this plan."

AIG instituted a new policy that any facility above 10,000 square feet would need to have both an access control system and IP-based CCTV surveillance solution. If none existed, or the current one required refurbishment, then the organization would be required to install a new, higher-security system that met corporate policy and could be connected to the corporate enterprise system. This meant that approximately 2,300 legacy proximity readers at 300 locations needed to be upgraded to the corporate standard.

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Director of Security Technology
AIG

Technologies:

- iCLASS®
- iCLASS SE®
- multiCLASS SE™
- HDP®

Challenges (continued)

AIG also wanted a solution for issuing ID cards, including the options to outsource large-volume card runs or to handle a certain level of badging locally, on its own. One final requirement was the ability to use its access control cards for other purposes such as a Managed Print Services (MPS) system, which would enable the company to reduce spending on document printing and associated costs. Upgrading its access control system to high-frequency contactless smart card technology would not only improve security, flexibility and adaptability, but also enable the company implement an MPS system and other applications in the future.

Solutions

AIG worked with TYCO Integrated Security to upgrade the existing HID Global proximity solution with HID Global's iCLASS SE® platform solutions, including iCLASS SE readers and smart cards. TYCO has played a key role in helping AIG take a proactive approach to change in its access control infrastructure. The company is steadily giving TYCO increased duties and responsibilities, including programming and testing at locations where the new access control system is being deployed, and a variety of software support and hardware maintenance functions.

The iCLASS SE platform that was selected and installed at AIG increases security through a combination of state-of-the-art cryptography and a secure messaging protocol. Additionally, the platform ensures that the company can easily adopt new access control technologies in the future.

To kick off the upgrade, TYCO began the process of installing 2,300 RP40 multiCLASS SE readers from HID Global's iCLASS SE family. Legacy readers will be replaced in a phased-in process, while all new locations will immediately receive the multiCLASS SE™ readers. The RP40 is a multi-technology card reader designed for customers who are upgrading their current card system from HID Prox® to iCLASS® credentials. With the RP40 reader, the customer is able to transition to smart cards over time while incorporating the use of multiple card technologies within a single building or across multiple facilities.

The company also issued new cards to approximately 25,000 users during the initial roll-out in November 2012, and issued another 5,500 cards during the subsequent nine months. The cards use the HID Global Corporate 1000 format to provide AIG with a unique 35-bit card format for enhanced security. In locations where AIG is housed in a multi-tenant facility with a landlord access control system, HID Global has created custom ID cards with multiple embedded technologies. The bulk of the rebadging is done through HID Global Secure Identity Services, a comprehensive offering that helps customers address every aspect of their card-based secure identity solutions.

Additionally, AIG has purchased several HID Global FARGO HDP5000 printers to support smaller, local card runs, and is currently evaluating the HDP8500 printer with built-in multi-technology credential encoder. Both printers feature HID Global's High Definition Printing™ (HDP®) technology, which prints a high-resolution image to a transfer film that is then adhered to the card. This process not only delivers superior image quality, but also eliminates the possibility of print head damage caused by direct contact with the card's contact chip. HDP printers can be used to produce cards made from a variety of materials, including those with embedded electronics.

Solutions (continued)

In late 2013, AIG plans to begin implementing a Physical Security Information Management (PSIM) system that will provide the company with a single user interface across both its access control and CCTV systems. The PSIM system will enable AIG to actively manage its access control system while giving the company command-and-control functionality plus new quantitative reporting capabilities. AIG expects the PSIM system to help automate a number of manual operations and further integrate its access control system with human resources, identity management, global data warehousing and other corporate systems.

Results

AIG has made significant progress in its upgrade, having converted approximately 60 percent of all applicable locations to the new system. Roughly 170 locations remain to be converted during the next five years. At the same time, hundreds of other locations worldwide are replacing their readers, independent of the Chartis rebranding project. As more locations come on-line with the new system, it is becoming easier for employees to use their badges when visiting AIG facilities anywhere in the world.

Using HID Global Secure Identity Services for this major rebadging project cut an estimated four months off the migration timetable, and eliminated the need for hiring two temporary employees over an estimated six-month period. Additionally, being able to use the cards for MPS has yielded further savings in document printing costs.

Moving forward, AIG is investigating a number of new capabilities that the iCLASS SE platform will support, including moving credentials onto Near Field Communications (NFC)-enabled smartphones. AIG also would like to explore using its smart cards for PC logon, and adding biometrics to the system to support multi-factor authentication in areas requiring even higher security. The company also wants to further integrate its access control system with identity management to improve the process of on-boarding and off-boarding employees so it is more convenient and secure. Another option that AIG is investigating is integrating access control with building management systems, so that AIG can track cardholder activities to obtain intelligence about facility usage and associated consumption of energy and other resources.