



Vanderbilt University, Safe and Secure

RENOWNED UNIVERSITY SELECTED HID GLOBAL TO DEPLOY CAMPUS IDS IN APPLE WALLET TO ENSURE A SAFE AND SECURE ENVIRONMENT FOR ITS STUDENTS, FACULTY AND STAFF

Vanderbilt University, located in Nashville, Tennessee, is an internationally recognized private research university with a total enrollment of more than 12,600, drawing from all 50 U.S. states and more than 100 foreign countries.

The Vanderbilt campus is located approximately 1.5 miles (2.4 km) southwest of downtown and has 333 acres and 177 buildings. The campus's location within city limits raised significant challenges around ensuring the right people had legitimate access to the school's resources and buildings and directly impacts resident students. The university, often referred to as "Vandy," has more than 90 percent of its students residing on campus the entire time they are in school.

CHALLENGE

Mark Brown, Director of Business Services Technology at Vanderbilt University, holds student safety as the number one priority. "We need to make sure that students are in a safe environment, so it's one less thing that they have to worry about and that the parents have to worry about."

In the early 2000s, Vanderbilt decided to convert its residence halls into an academic residential college system. “With more students on campus, we have to make sure that only students are accessing their residence halls, rather than members of the public wandering onto the campus,” Brown said. “A secure access identity control program, ensuring only those with proper credentials could access residence halls, academic buildings, and faculty and staff areas, is of utmost importance to Vanderbilt.”

Another consideration was the rapid adoption and ubiquitous nature of smartphones and mobile devices among students and faculty. With a \$600 million building expansion project underway, Vanderbilt wanted to upgrade to a more convenient, modern system for identity management and access control that was compatible with Near Field Communication (NFC) and Bluetooth technologies. This would prepare the university to deploy mobile credentials for access control, point of sale, and other student services like printing or library services. Members of the campus community could more conveniently access buildings and services with their mobile devices, and the university could efficiently provision and de-provision credentials remotely without person-to-person contact.

After an initial investment in mobile-enabled technologies, Vanderbilt University wanted to extend the functionality of their system to support provisioning and accessing credentials in Apple Wallet. The university needed a solution that preserved their access infrastructure investment and added functionality without compromising security or losing features.

SOLUTION

Vanderbilt University selected HID Global to deploy mobile access across its campus environment. The university made an initial investment in mobile solutions with HID iCLASS SE® readers, Seos credentials, and the HID Mobile Access solution.

HID Mobile Access, powered by HID’s Seos® credential technology, makes it possible for credential holders to use their smartphone, tablet or wearable device to unlock doors. “You hold up your device to the card reader, just as you would a contactless card, and it sends that credential to the reader and unlocks the door, giving you access,” Brown explains.



HOW IT WORKS

- To make the switch to fully mobile campus that supported use cases such as building access, point of sale, library services, and laundry, Vanderbilt installed an extended reader infrastructure consisting of 500 HID® Signo™ readers, thousands of iCLASS SE readers, and 300 OMNIKEY® desktop readers.
- Recently, when Vanderbilt wanted to add support for provisioning credentials in Apple Wallet, the university easily upgraded their existing infrastructure to support provisioning and accessing Seos-enabled credentials in Apple Wallet.



SOLUTIONS

- HID Seos Credentials
- HID® Signo™ Readers
- HID iCLASS SE® Readers
- HID Reader Manager
- HID OMNIKEY® desktop Readers
- HID Mobile Access
- HID Origo Mobile Identities API

- HID Reader Manager was used to upgrade the firmware on the university's physical access control readers to transition to NFC-based Apple Wallet credentials.
- The university is also using CS Gold®, a higher education transaction system from CBORD. The flexible HID Origo Mobile Identities API is integrated with CBORD CS Gold for credential management.

HID Mobile Access makes issuing credentials to new users simple. Users access the CBORD Get mobile app and after they log in and authenticate with multi factor authentication, they can add their credentials to their Apple Wallet with one tap. "The process is now literally in students' hands," Brown explains. "What used to be an in-person process that took 10 or more minutes, can now be completed in seconds on a smart device."

"Extending NFC capabilities to students, faculty, and staff using Apple devices increases the services that they have access too via mobile," Brown said. "It was important to us that we didn't have to move away from the reader infrastructure that we created or choose between functionality and security. We simply added more options and more value for our campus."

For contractors or other parties needing temporary access, Brown said provisioning those credentials is simple and more secure than a physical card. "Just a couple of days later—or however long they're going to be on campus—you can pull that credential off the phone, so they're not walking around with a credential they forgot to hand in."

BENEFITS

Vanderbilt University met their key goal of delivering a safe, secure, and convenient mobile solution for identity and access control. The university enjoys the flexibility to support Android and iOS platforms and choose between Bluetooth and NFC for specific use cases. This flexibility was achieved while maintaining the university's existing reader infrastructure.

What's more, students and staff have embraced the convenience and safety of using their device of choice for securely entering and exiting different areas on campus.

"Keeping students safe is our top priority. Another key consideration was moving to a mobile verification system and HID Mobile Access fit our needs perfectly. The integration with Apple Wallet brings added convenience for our entire campus community." Mark Brown, Director of Business Services Technology, Vanderbilt University.

The convenience of the new system provides the choice to use either an access card or mobile IDs on smartphones and has made it easier to conduct business on campus, Brown notes. "If faculty and staff are working late and they go to the restroom, for example, they might leave their ID card at their desk but they'll probably take their phone with them," said Brown. "So, in terms of convenience, it's been very popular and performance has been great."

The realities of the COVID-19 pandemic brought renewed attention to the importance of a mobile solution. "Beyond the convenience and security—two very important considerations—this mobile solution also enables an over-the-air credential lifecycle management," Brown said. "We have the freedom to provision and modify credentials remotely, which is significant for protecting the health of our students and staff."



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Mark Brown
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