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Navistar International Corporation

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Michael Scribner
Security Executive
Navistar International Corporation

HID Global's EasyLobby® Solution Scales Enterprise-Wide Secure Visitor Management for Manufacturing Company

Navistar International Corporation, a $12+ billion manufacturer of heavy-duty trucks, midsized trucks, school buses, diesel engines, and replacement parts first implemented HID Global's EasyLobby Secure Visitor Management (SVM™) software in 2001 – initially via a single EasyLobby SVM™ implementation in their Chicago corporate headquarters.

After approximately 3 years of successful deployment, Navistar's security department decided to deploy visitor management on an enterprise basis in late 2004.

Challenges

Processing an average of 12,000 visitors per month, the manufacturing facilities were particularly in need of enterprise visitor management since they lacked a standard for visitor management beyond having guards inconsistently collect drivers' licenses.

"We were using an early version of EasyLobby and decided to upgrade to the latest version and 'go enterprise' at the same time," said Michael Scribner, security executive with Navistar International Corporation.

Solution

HID's EasyLobby solution helped scale enterprise-wide secure visitor management across many facilities.

"We went from being a corporate headquarters-only customer to 12 sites and manufacturing facilities in one upgrade cycle," said Scribner. "We went through a full competitive evaluation and chose EasyLobby because it was the easiest product to use and the company was willing to work and grow with us."

Results

Navistar's EasyLobby implementation currently consists of 31 workstations across 20 different sites – all running off of a single EasyLobby database.

Most of the sites using EasyLobby currently have a single EasyLobby SVM license in place, although some have multiple systems in place - including a self-service deployment at corporate headquarters. Each of Navistar's EasyLobby SVM licenses are linked to a single, enterprise-wide database so that visitor information can be tracked and managed across the entire enterprise.

"Because we use a SQL database it's very easy for us to set up a new site," said Scribner. "We can quickly get updates enterprise-wide. We track and report on daily and monthly visitors, check-in and check-out times and other information our enterprise needs to more effectively manage our visitors and our security."

For the company's field locations, it is critical to know who is in what building and at what time.

"We knew which employees were where and when, but we didn't have much information about visitors and couldn't go back in time to figure it out," said Scribner. "When we finished our EasyLobby enterprise-wide deployment our upper management was shocked to learn that we have more than 140,000 visitors per year – and are approaching visitor number 500,000 to be badged by EasyLobby."

Navistar uses EasyLobby SVM's watch list feature extensively to flag former employees and vendors, a feature which has been particularly useful for managing visits by former employees with sensitive jobs. EasyLobby has also been used for investigative projects due to its ability to track and manage visitor data across the enterprise.

EasyLobby's solution has provided straightforward ROI to the company's visitor management process. The company processes 12,000+ visitors per month and knows who and where the visitors are at any given time.

"Our premises are safer and because our people feel safer, they are more productive," said Scribner. "We actually set up a contest for our security guards to see who could become most proficient at checking visitors in via EasyLobby – it was a great way to get our people proficient, and resulted in some true productivity gains, not to mention enhancing our security."

Future Plans

As Navistar continues to expand their presence worldwide, they have committed to using EasyLobby in their future visitor management deployments.

"We are planning to roll out our deployment to our international facilities – we are already using EasyLobby in Canada as well as the Spanish version of EasyLobby in Mexico," said Scribner. "We plan to expand our use of EasyLobby in South America, Europe, Asia and other regions in the near future."

Over time, Navistar plans on utilizing new features of EasyLobby SVM including web-based capabilities, such as eAdvance™ pre-registration.

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