

Indeed Case Study

Products used:

LenelS2, Workday, HID, Iris Booth.

Project size:

1,000+ readers, 12,000+ credentials.

The client

Indeed is the world's number one jobs listing website employing more than 10,000 people globally across more than 46 locations – both as sole tenant and as shared occupancy.

The security team at Indeed came to Welcome Gate because they needed contactless entry for returning staff, as well as contractors who needed continued access while the offices were closed due to the coronavirus pandemic.



The challenge

As coronavirus took hold around the world and lockdowns were enforced, Indeed – along with thousands of other companies worldwide – had to close their offices.

While Indeed already had contactless exit in place with touchless infra-red systems, they approached Welcome Gate with a need to put a contactless 'return to the office' strategy into their buildings. This contactless entry strategy needed to include solutions that limited touch points, managed the onboarding and offboarding process of new starters more efficiently and provided contactless entry for their contractors.

Despite most of the Indeed staff working from home during the pandemic, the offices had to remain accessible for contractors, such as cleaners and builders. In a pre-Covid world, one of the admin staff in the offices would normally have given an entry card to a contractor so they could access the right areas of the building.

But as coronavirus took hold and people started working from home, it was becoming increasingly difficult to get physical cards to contractors. Indeed were looking for

a contactless solution that was easy to authorise and restrict access to contractors, and easy for the team to implement and maintain.

The solution

Welcome Gate installed new HID Signo mobile capable readers for entry, which enabled access to be issued remotely without the need for a card – particularly helpful for contractors who continued to need access to Indeed's offices.

Indeed were using the LenelS2 access control system which enabled us to develop an in-house API integration between LenelS2 and their HR system, Workday. This integration made it easier, and more efficient, for IT managers and HR managers to provide and revoke access to the building remotely, without having to get the access card back from contractors.

The solution for Indeed meant an immediate saving on plastic waste as we removed the need for cards. It also meant on and offboarding for new starters was more efficient as credentials or entry passes could be automatically authorised and restricted via integration with enterprise cloud application Workday and security solution developer LenelS2.

We also integrated with Iris Booth, which for new starters, is a bit like a photo booth for passport photos and adds a bit of fun on the first day of work. A new starter's head shot photo is taken in the Iris Booth and this is automatically assigned and printed to the access card.

"Indeed and I have been working with Welcome Gate for more than five years now and they have supported us extremely well during that period. When faced with a return-to-the-office strategy we wanted to look at limiting touch points, managing onboarding and offboarding, and addressing contractor access including mobile credentials."

The Welcome Gate team helped us identify the best solutions, including integration with third-party platforms, which they covered from start to finish. I can honestly say they have stepped up at every time of asking, giving great advice. I would have every confidence in recommending Welcome Gate as an integrator."

David Boshell, Head of Physical Security, EMEA

Interested in seeing how contactless entry could benefit your business?

Talk to our team today on 020 7620 6288.