



## Customer Success Story



- *Complete browser based access control management*
- *Specialized views for team and personal attendance reports*
- *Real-time event monitoring across multiple security points*
- *Employee availability tracking*

### **About Customer**

Since 1986, Nucleus Software (<http://www.nucleussoftware.com>) has been a products and solutions provider in the areas of retail and corporate banking, cash management, financial CRM, credit risk and appraisal, trade financing and a lot more. Its FinnOne Suite (web-based lending solution) has been the world's highest selling lending software for three years in a row now. Its other products include Cash@Will (Cash Management) and PowerCard (Credit card management)

### **The Problem Statement**

Product development, particularly in the banking domain, requires safeguarding intellectual property by all means. With over 2000 geographically-dispersed employees (2008 figures), some of the best talent working on mission critical banking products and applications for some marquee global financial giants, Nucleus did not want to leave a single stone unturned in maintaining world-class service and product delivery standards.

Moot points before the senior management were:

- To have a unified administrative view of all its offices under its corporate headquarters at NOIDA, India for easier monitoring and handling of operations.
- To have employee-friendly offices where one card manages a host of activities for employees – access to premises, the library, cafeteria etc.
- Manage customer expectations in terms of the security standards committed to by Nucleus – this would require attendance monitoring, prevention of tail-gating, proxies and a few other tiny peccadilloes that even the smartest of hires indulge in at times.
- Secure, access-controlled zoning of different product bays and the facility as a whole.
- To have a turnstile-based access control and time attendance system for its state of the art development facilities for authenticated access.

The resolution was to have all of these in one solution that should be easy to espouse and use, robust to support growth of employees and facilities and one that maintained the highest standards of security.

### **The Challenge**

IDCube's HRView was chosen to cater to these expectations. The challenges were many:

- Attendance information used to be exported from its access control system and imported into in indigenously developed HRMS, NPP for payroll processing. This was a laborious manual process. A seamless integration of attendance data with NPP was desired to bring the administrative overhead to zero.





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- With large facilities it was tough for receptionists to know which of the employees were on the premises and where. Calling up extensions does not always help when heads are huddled in meetings. Calling on mobiles seems intrusive. A browser-based, unobtrusive system was sought.
- Product deliveries across geographies often require teams to work in shifts. Assigning and coordinating teams across these shifts so that the best brains continue to remain fresh and uncompromising on delivery quality was a key demand of project managers across Nucleus
- Building a system that interacts with access control hardware across multiple security control points
- Varied access control rules for different product teams, product bays, hierarchies and shifts needed to be configured and administrated centrally through a web-based system with attendance tracking built in.

**The Solution**

The HRView solution helped Nucleus have an integrated administrative view of all its facilities from its corporate office. Some features are:

- A smart-card solution where one card could be put to multiple uses – access to facilities and product bays as well as handling attendance tracking, cafeteria payments, managing library usage and a scope to add other interaction interfaces
- A biometric system coupled with smart cards to ensure authorized access and zero tolerance towards tail-gating, proxies etc.
- Attendance and access monitoring at all security control points including turnstiles
- Attendance information is integrated seamlessly with the HRMS,NPP
- Enabling the human resource department in creating and managing user groups with different rights and assigning them to project managers
- Real-time monitoring of attendance by manager across shifts and teams
- Real-time self-monitoring of attendance
- Browser-based enquiry for availability of employees within the organization and spotting their location (iSPOT login) based on their smart cards
- 24X7 uptime through distributed data processing and multi-layer hierarchical data storage
- In-house smart card printing system

**The Benefit**

Integration with NPP paved the way for hassle-free payroll management

- The unified view across facilities and the iSPOT Login feature provided much needed support to the administrative function.
- Reliability was automatically ensured since the solution is based on central station managed Vertx access controllers from HID (the most trusted name in secure identity solutions globally).
- Secure-zoning enhanced the quality of the product development environment by adding a vital layer of protection.
- Self-monitoring of attendance and a completely web-based administration and configuration of the system made employee and attendance tracking easy and administrative life simpler.

