



Case study

# How Access360 Core unified access & strengthened security **across 300** **ICICI Lombard branches**

ICICI Lombard General Insurance is India's largest private sector general insurer, headquartered in Mumbai. Founded in 2001, it offers motor, health, travel, home, property, marine, engineering, liability, and crop insurance. Around 15,000 employees work across roughly 341 branch locations in India. It reported a gross written premium of ₹306.18 billion for the year ended 31 March 2026. The project focuses on the Mumbai head office and its access, attendance, identity, and visitor workflows. IDCUBE deployed Access360 Core at the Mumbai head office as the on-premises access and attendance platform. More than 3,000 identities are enrolled and authenticated through 36 Amico facial recognition readers. The architecture is designed as a repeatable foundation for future branch expansion.

## The Challenges

The major concerns faced by ICICI Lombard were:

- Peak-hour traffic placed heavy demand on fixed access points during employee entry and exit.
- Attendance records needed high accuracy because access events directly supported HR processes.
- Employee access rights had to remain aligned with PeopleSoft during joining, movement, and exit.
- Visitor workflows needed to continue through ICICI Lombard's existing in-house visitor management system.
- Identity, attendance, and access processes needed to operate together within company-owned infrastructure.
- Future branch expansion required a model that could be repeated without redesigning each deployment.
- Biometric and identity data required strong cybersecurity controls and regular security assurance

## The Requirements

- Manage access and attendance for more than 3,000 enrolled identities at the Mumbai head office.
- Support facial authentication through 36 Amico readers with 7-inch displays.
- Use PeopleSoft as the authoritative source for employee identity changes.
- Automate access updates for employee joining, movement, and exit.
- Continue visitor operations through ICICI Lombard's existing in-house visitor management system.
- Keep identity, biometric, and attendance data within ICICI Lombard's own environment.
- Run access control and attendance against the same employee identity record.
- Provide a scalable configuration that could support future branch deployments.
- Meet cybersecurity and data-protection requirements through certified controls and regular VAPT.

## The Solution

IDCUBE implemented Access360 Core as an on-premises platform within ICICI Lombard's own infrastructure. Identity, credential, and attendance data therefore remained inside the organisation's environment.

More than 3,000 employee identities were enrolled in the platform. Thirty-six Amico readers with 7-inch displays provided facial recognition at access points. Employees authenticated by face, removing the need to present a separate physical credential. Access control and time attendance used the same identity record and access event. The event granting entry also created the corresponding attendance record.

PeopleSoft acted as the source of employee identity information. Joiner, mover, and leaver changes automatically created, updated, or removed access rights. This kept reader permissions aligned with the employee population maintained by HR.

Access360 Core also integrated with ICICI Lombard's existing in-house visitor management system. Visitors continued using the organisation's established application instead of a separate visitor platform.

Cybersecurity requirements were supported through IDCUBE's SOC 2 Type II, ISO 27001, and ISO 27018 certifications. The platform also undergoes regular VAPT and follows GDPR-aligned handling of personal data. These controls provided a governed environment for managing identity and biometric information.

The head-office configuration was also designed as a repeatable model for future branch deployments.

## The Result

The implementation delivered the following benefits to ICICI Lombard:

- **One Access Event, Two Outcomes:** The same event granted entry and created the employee's attendance record.
- **Reduced System Reconciliation:** Access and attendance operated on one platform, reducing separate system management and record reconciliation.
- **Automated Access Lifecycle:** PeopleSoft changes automatically created, updated, or removed permissions as employees joined, moved, or left.
- **Faster Offboarding:** Access rights ended with the HR record, reducing delays between employee departure and access removal.
- **Identity-Bound Authentication:** Facial recognition linked entry directly to the individual instead of a transferable physical credential.
- **Hands-Free Employee Experience:** Staff authenticated at the door and recorded attendance without completing a separate action.
- **Repeatable Branch Expansion:** Future branches can adopt a proven configuration instead of starting each deployment from scratch.

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