



Case study

How COWRKS centralized multi-tenant access for 350+ organizations with IDCUBE

COWRKS is a shared-office workspace provider with centres at RMZ Ecoworld and RMZ Infinity, New Indiranagar, Bengaluru. Founded in 2016, the case study describes a 1.6 lakh sq. ft. collaborative workspace offering private studios, flexible desks and dedicated desks, with a 3,000+ member capacity. With tenants from more than 350 organizations, COWRKS required an integrated approach to access control, visitor management and attendance across its multi-tenant environment.

The Challenges

The major concerns faced by COWRKS were:

- Managing access and attendance for tenants from more than 350 organisations within a shared workspace.
- Maintaining secure, around-the-clock access across a large environment with more than 450 readers and controllers.
- Keeping real-time visibility of staff and visitor occupancy across the collaborative workspace.
- Protecting tenant information while allowing each organisation to manage its own employees and access rights.
- Coordinating visitor, vendor and meeting-room access where entry needed to be limited to approved dates and times.
- Consolidating access and attendance information generated across multiple nodes into a centrally managed environment.
- Connecting the physical access environment with the COWRKS mobile application and multiple credential technologies..

The Requirements

- Establish a common platform for tenant, employee, and visitor access management.
- Support attendance and real-time occupancy visibility across the shared workspace.
- Manage a physical access environment with more than 450 readers and controllers.
- Enable pre-approved, time-bound visitor and vendor access using PIN credentials.
- Support meeting-room allocation with controlled access for the reserved duration.
- Integrate access workflows with the COWRKS mobile application.
- Support PIN-based, Bluetooth and smart-card access methods.
- Centralise access and attendance data for administration, reporting and monitoring.

The Solution

IIDCUBE implemented Access360 as a centralized platform for tenant and visitor access control, employee attendance, and reporting across COWRKS. The deployment included the ezvisit10 visitor management module, integrated with the COWRKS mobile application.

Access and attendance data from multiple nodes were consolidated in Access360 for centralized administration, event monitoring, and reporting. The solution supported PIN-based, Bluetooth-enabled, and smart card readers for different access requirements.

For pre-approved visitors, access requests initiated through the COWRKS mobile application were processed via Access360 Web API Services. Each request received a unique ID, after which Access360 generated an access PIN and communicated it to the controller. Visitors received the PIN through the mobile application and SMS for authorized entry.

Time-bound access permissions restricted visitor and vendor access to approved periods. The same workflow supported meeting-room reservations, enabling visitors to access pre-booked rooms using PIN credentials valid during their reservations.

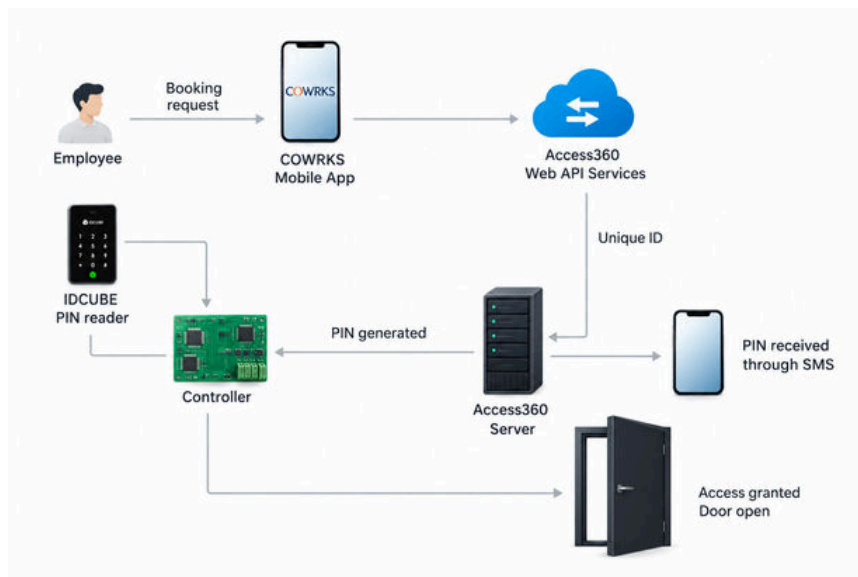
Each tenant received a dedicated Access360 web interface with restricted data visibility. Tenant administrators managed employee permissions and generated access-control and attendance reports. Facility managers retained centralized control over hardware configuration, tenant onboarding, and entry/exit reporting. Employees accessed authorized areas using smart card credentials.

The Result

The implementation delivered the following benefits to COWRKS:

- **Centralised Multi-Tenant Administration:** Access360 provided a common environment for facility-wide oversight while allowing individual tenants to manage employee access rights and reports through personalised interfaces.
- **Faster Visitor Entry:** Pre-approved visitor requests and PIN-based authentication reduced visitor waiting time and simplified entry into the workspace.
- **Controlled Temporary Access:** Unique IDs and time-bound PIN credentials helped limit visitor and vendor access to the approved date and duration.
- **Simplified Meeting-Room Access:** Pre-booking and temporary PIN issuance connected meeting-room allocation with controlled access for the reserved period.
- **Streamlined Employee Management:** Smart-card authentication supported employee access and attendance, while the Access360 web interface supported shift management and automated payroll processing.
- **Centralised Operational Visibility:** Access and attendance information from different nodes was stored centrally, supporting facility-level reporting, event handling and monitoring.
- **Flexible Access Workflows:** PIN-based, Bluetooth and smart-card access methods supported different employee, visitor and vendor access requirements within the shared workspace.

System Architecture



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