



Case study

How **Access360.AI** brings face-based **identity** governance across DP World's logistics network

DP World is a global logistics and supply chain organization operating across more than 75 countries. Its Indian footprint includes ports, warehouses, logistics parks, offices, and inland transport environments. These facilities support employees, contractors, visitors, and operational teams with varied access requirements.

IDCUBE proposed Access360.AI as DP World's central identity and access management platform across 42 locations in India. The scope covers approximately 15,000+ employees and users for access and attendance management. The solution connects face-based authentication, workforce systems, reporting, contractor workflows, and existing access infrastructure.

The Challenges

The major concerns faced by DP World were:

- Access control had become fragmented across different locations, platforms, readers, controllers, and credential technologies.
- Individual sites operated access infrastructure without a common enterprise management layer.
- Security teams lacked unified visibility of access events, attendance, contractor movement, and audit information.
- Employee enrolment required significant operational effort across the distributed environment.
- Contractor movement across offices and port locations could not be monitored centrally.
- Reporting remained distributed, creating additional effort for security, HR, and operations teams.
- Physical card dependency limited stronger identity verification at entry and exit points.
- Access workflows remained disconnected from several workforce, payroll, HR, and security systems.
- Modernization needed to preserve compatible existing infrastructure instead of forcing complete replacement. The Requirements.

The Requirements

DP World required the solution to:

- Establish a common identity and access management framework across distributed logistics facilities.
- Move from card-led access towards face recognition-based entry and exit.
- Provide central reporting, audit logs, attendance information, and access-event visibility.
- Enable consistent credential management and access policies across locations.
- Support contractor onboarding and workforce workflows through **CLMS**.
- Support on-roll employee onboarding and user provisioning through **Oracle**.
- Connect on-roll attendance and related HR processes with **ZingHR**.
- Support payroll and contractor workforce management through **Superworks**.
- Integrate video-based access control with **Awiros video analytics** at the Security Operations Center.
- Retain compatible existing controllers and infrastructure where practical.
- Provide enterprise-wide administration while restricting site administrators to authorized locations.
- Support secure and resilient cloud-based access management.

The Solution

The IDCUBE Solution: Access360.AI as the Unified Identity Layer

IDCUBE proposed Access360.AI as the central identity and access management platform across DP World's designated facilities. The cloud-based architecture unifies access control, attendance, contractor tracking, credential governance, and reporting within one centrally managed environment.

The deployment covers 42 locations across India and approximately 15,000+ employees and users. Facial recognition supports entry, exit, attendance, and identity verification while reducing dependence on physical cards. Access360.AI also supports card, mobile, face, and QR credentials for different operational requirements.

Central control with local execution

Access360.AI provides centralized user management, credential issuance, access rules, attendance visibility, audit trails, and reporting. A cloud-hosted platform connects with local gateways and controllers to support reliable site-level access operations. IDCUBE x DP World

The Super Admin interface provides cross-location visibility, while site administrators remain restricted to their assigned locations. Local web interfaces support configuration, monitoring, and reporting while maintaining central governance. IDCUBE x DP World

The platform also integrates with compatible existing access infrastructure through secure protocols. This supports platform modernization without requiring unnecessary replacement of suitable field hardware.

Connecting Access Control with Business Systems

CLMS API integration connects contractor onboarding, time and attendance, payroll processing, and workforce tracking with access control. This provides central visibility into contractor movement and workforce activity across offices and port environments.

Oracle and ZingHR support bi-directional employee, attendance, and provisioning data exchange with enterprise systems. These integrations also support employee and attendance information required for on-roll payroll processing.

Superworks supports payroll and contractor workforce management within the broader operational environment. Together, these integrations connect access control with DP World's workforce and HR processes.

At DP World's Security Operations Center, access control also integrates with Awiros video analytics. This connects access control with video-based security operations for improved situational visibility.

Access360.AI also supports real-time monitoring, incident management, and consistent policies across locations. Insights and reporting strengthen visibility for audits, compliance reviews, and operational assessments.

Secure and Resilient Cloud Architecture

The architecture includes application, database, archive, and analytical services with redundancy and geo-redundancy. Security layers include WAF-load balancing, next-generation firewalls, HTTPS, TLS, and encrypted data flows. IDCUBE x DP World Data remains protected during transmission and storage across the platform. Secure OSDP communication, crypto memory, and symmetric-key encryption protect communication between connected access components. IDCUBE x DP World Together, the architecture creates a scalable identity layer connecting access, attendance, workforce systems, contractor governance, security operations, and reporting. This gives DP World central governance while preserving the operational control required at individual facilities.

The Result

The solution is designed to deliver the following business and operational benefits to DP World:

- **Unified Operational Visibility:** Security and operations teams gain one view of movement, attendance, contractor activity, and audit records across locations. This reduces fragmented monitoring and supports faster operational reviews. IDCUBE x DP World.

- **Stronger Identity Assurance:** Face-based verification strengthens confidence that access events are linked to the correct individual. Reduced card dependency also lowers reliance on transferable physical credentials.
- **Improved Contractor Oversight:** Contractor movement and workforce activity become easier to govern across offices and port environments. Teams gain clearer oversight of contractor presence, attendance, and related workforce records.
- **Reduced Process Fragmentation:** Employee, attendance, and contractor processes become less isolated from access operations. This supports more coordinated workforce administration across distributed facilities.
- **Improved Audit Readiness:** Central reporting gives teams stronger visibility for audits, compliance reviews, and operational assessments. This reduces dependence on fragmented records maintained independently at individual sites.
- **Protected Infrastructure Investment:** DP World can modernize its access platform while retaining suitable existing infrastructure. This reduces unnecessary replacement and supports a more practical migration path.
- **Consistent Multi-Site Governance:** Central oversight supports consistent access governance without removing necessary local operational responsibility. Enterprise teams gain broader visibility while sites retain appropriate operational control.

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