Digital Transformation:
El Al's New Identity Management System

The Challenge:
Upgrading the badge issuance system, which relies on outdated identification technologies:

- Outdated badge issuance system
- Legacy badges without NFC capabilities
- Manual and complex processes for issuing and managing users and badges
- Inability to use outdated badges in various systems
- Inability to manage permissions

Background

El Al Israel Airlines is Israel's national airline, headquartered in Tel Aviv. Founded in 1948, it is one of the world's oldest continuously operating airlines. El Al primarily serves destinations in Europe, North America, Asia, and Africa. The airline is known for its high security standards and its role in connecting Israel to the rest of the world.

The Solution

Implementing a centralized CCMS platform

Implementation of a central CCMS platform for issuing and managing badges, advanced identification methods, access control permissions and attendance reports.

The solution includes:

- Implementation of a central WEB-based system for issuance and management
- Replacing current badges with advanced and secure identification method
- NFC-based and mobile badges
- Managing access permissions to various facilities
- New visitor management system
- Attendance control
- End to End automation

The Results

The implementation of this new solution has resulted in:

Upgrading the organization's identification and security system to meet leading technological standards, significantly reducing operational costs, and providing El Al employees and suppliers with maximum convenience and agility:

- **Enhanced security:** A more secure and robust identity and access management system.
- **Improved efficiency:** Streamlined processes and reduced operational costs.
- **Enhanced user experience**: Increased convenience and flexibility for employees and visitors.
- **Future-proof infrastructure:** A foundation for future growth and evolving security requirements.