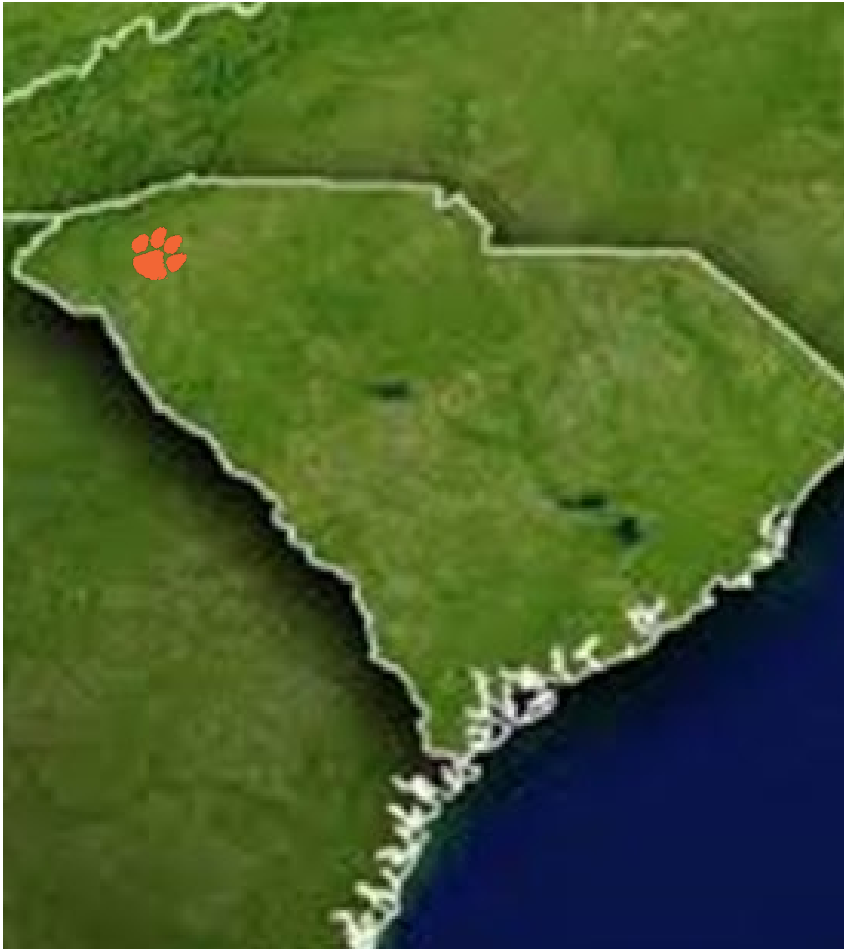# Transition from Card to Mobile IDs – Clemson University

SEC Integrated Access Management Summit
April 27, 2020

Steve Robbins, Director

Clemson University at a Glance

- Founded in 1889, Clemson is dedicated to teaching research and service

- Land-grant Research Institution with our main campus located in Clemson, SC

- 10+ Innovation Campuses and Research Education Centers across the state

- Total enrollment is 25,822 and ranks among the highest in the country for public universities

- Ranked 27th best national public university by U.S. News & World Report

When Opportunity Knocks

- In fall of 2018 Clemson was approached by CBORD to determine our interest in implementing a Mobile ID in Apple Wallet
- Conversations quickly accelerated and by early 2019 we were having bi-weekly calls with CBORD, Apple, ASSA ABLOY and HID
- The solution had to be one that could use our existing infrastructure, was cost effective, easy to deploy, reliable, user friendly
- Being first with any solution has its benefits but also risks

TigerOne Card in Apple Wallet Goals

- Enhance campus safety and security thru use of secure credentials

- Technology and experience parody with card but **better**

- Potential for cost and efficiency savings down the road

- Opportunity to eliminate the card all together

Reasons for Pursuing Apple Mobile ID

- Works with strong partners Clemson already has CBORD, ASSA ABLOY, HID, Apple

- HID readers in access control and transaction system environments compatible

- Enhanced user experience with native Wallet integration

Hardware Upgrades

- 1692 R40 door readers, 679 IN120/220 readers
- 70+ Dining POS registers
- 20+ Aeros stations
- 30+ UGRYD off-campus vendors
- 20+ other systems

Software Systems to be Upgraded

- 20+ systems outside of our department each w/ different technology and vendors

- Systems must be able to handle multiple credentials per student

- New imports and data feeds need to be approved and put in place

Multiple Credentials

- Multiple credentials per student could include Card + iPhone + Watch

- Areas to start early conversations …
  - Housing (StarRez)
  - Campus Recreation (Fusion)
  - Dining (Micros)
  - Library
  - Athletics (Paciolan)

My.Clemson and Provisioning
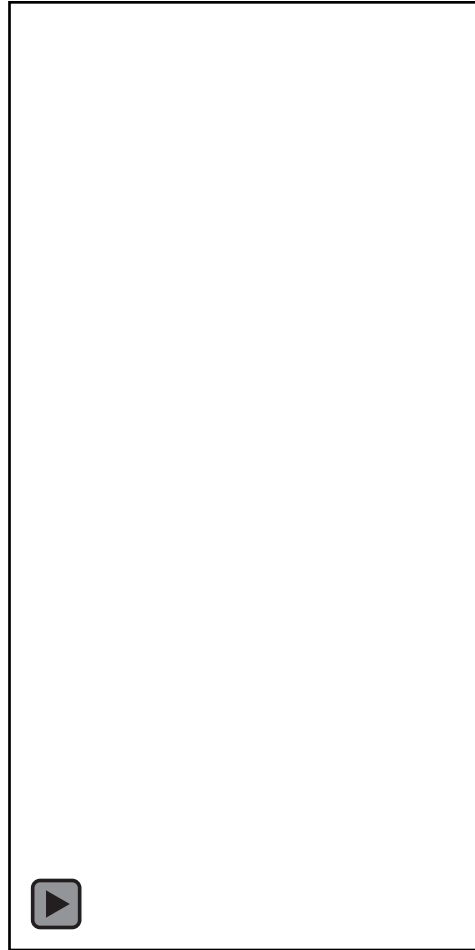
Marketing

Adoption Rates

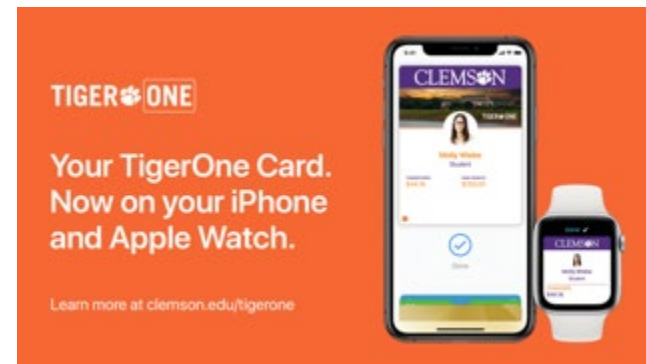## Launch Date: October 29, 2019

- Clemson launching within our own app has provided a fantastic user experience

- With a population of 26,000 (88% iOS users), this program is off to a great start.

  Current status (as of 6:30PM ET):

- Users provisioned (iPhone + Watch): 4596

- Unique user IDs: 4,163

March 2020

- 10,687 iPhones and 1,405 Watches

Post Launch Perspective

- Keep in mind large adoption. Document the lag time on all your data feeds and manage expectations

- Be prepared to make adjustments quickly

- Communication and buy in is harder than it seems

- Expect the workload to continue bringing system online to continue

Lessons Learned

- Communication with our partners set the bar for best of class
- Pre-testing proved invaluable and resulted in a smooth launch
- Visits to site were productive on a number of levels
- Remote support kept efforts moving forward
- Relationships were the backbone of this project

QUESTIONS

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