

Reference Story Stadtwerke München

Access control and visitor management
at Stadtwerke München

Optimized security solutions

Stadtwerke München (SWM) is one of the largest municipal utility and service companies in Germany. Its services include electricity, natural gas, district heating and cooling, and drinking water supply. SWM also offers mobility services, including operating Munich's subway, tram, and bus networks, public swimming facilities, and real estate services.

The infrastructure consists of several hundred sites of various sizes, which are distributed throughout the city and the greater Munich region. These sites include depots, production and extraction facilities, stations, network facilities, and administrative buildings with office spaces. Security requirements vary depending on the type and function of the downstream technical facilities. Therefore, a comprehensive security solution is necessary to reliably ensure access control and visitor management for the protection of critical utility infrastructure. Approximately 11,000 employees and visitors, as well as around 1,100 external companies, suppliers, and service providers with roughly 10,000 skilled workers, require controlled access to various buildings and technical facilities for activities such as repair and maintenance work. Since 2018, the Group Security department has been responsible for physical security and plays a key role in developing and implementing security concepts.

“A reliable and flexibly scalable solution is critical for us to best meet the security needs and use cases of our various sites,” explains Mike Busse, Product and System Manager for Security Technology within Group Security. “This includes biometric two-factor authentication, control

Sector:

Municipal utilities and public services, Critical infrastructure, CRITIS

Number of Employees:

11,000 employees

Solution:

- Access Control
- ID Production
- Visitor Management
- Time Tracking

of intrusion detection systems, access zone tracking, and, in particular, the automation and precise control of visitor flows.” At the same time, the solution had to integrate seamlessly into existing infrastructures and systems, such as SAP, to ensure efficient data management. “Because Stadtwerke München’s generation and supply facilities are part of the critical infrastructure, we had to meet particularly high standards for compliance with regulatory and legal requirements.”

Security partner for 25 years

Stadtwerke München has worked with Interflex as its solution partner for more than a quarter of a century. What began as a transition to electronic time tracking has evolved into a fully customized security solution. “What I value most about working with Interflex is their flexibility. Another major advantage is their proactive, consultative approach,” says Mike Busse, describing the long-standing partnership. “Even before implementation, they prepare tests to help us make the solution more tangible and optimize it for our specific requirements. That’s invaluable to us.” Two additional success factors are open, transparent communication and a trust-based relationship. Corina Pfurtscheller, project coordinator and responsible for financial planning within the department, places emphasis on “the solutions’ strong integration capabilities and the excellent consulting, which enables us to effectively implement our specific requirements. Their willingness to engage with our ideas is essential.”

Time tracking is implemented using terminals such as the Interflex IF-4735, which enables seamless integration into existing IT infrastructures. In addition to recorded working time data, employee training and instruction records are transferred to SAP HR systems via interfaces.

Multifunctional visitor self-check-in

One of the many advantages of centralized control is a modernized visitor management process. While the previous solution required manual checkin and offered no automated workflows, the current system enables precise monitoring of visitors and visitor numbers, and clear separation between public and secured areas. In the event of an evacuation, the system provides reliable information on how many external visitors are on site and need to be evacuated.

As a first step, Interflex developed a concept for an integrated solution for SWM’s headquarters based on customer requirements. The goal was to automate the self-service process so that visitors could complete checkin on site independently in the future. “At this site, we have large groups of visitors as well as regular customer traffic,” Mike Busse explains regarding the requirements. “It’s essential for our front desk staff to manage these different groups simultaneously. That’s why we outsourced the selfservice process and automated visitor check-in and documentation.” Another key requirement was ensuring reliable ID document verification (ID check) using a document scanner as part of the self-check-in process.

To implement this concept, Interflex partnered with friendlyway Germany, a solution provider with decades of experience in self-service kiosks. The first part of the solution was the installation of two multifunc-

Zeiterfasser IF-4735



Zutrittsleser IF-800



IF-261 Cabinet Lock air



tional kiosks with multifunctional self-service displays from friendlyway in the entrance area of the main administration building. These kiosks integrate various components to fully automate the check-in process, including a passport reader, an RFID reader, and a QR code reader. All captured visitor data is consolidated centrally. "Another key feature of the overall solution was that, in addition to visitor selfcheck-in, we integrated Stadtwerke München's safety and compliance briefing processes," explains Christian Weiss, project lead (Solution Architect) at Interflex. All briefings completed either at the multifunctional kiosk or in advance via SWM's online briefing portal are transferred to and stored in the system. "Thanks to the exceptional flexibility and integration capabilities of friendlyway's software and hardware solutions, complex requirements – such as integration with the Software, ASIP, Photo Collect, and DESKO – were implemented quickly and seamlessly," adds Soeren Seybert, Head of Sales at friendlyway.

Optimized self-check-in

Visitors to Stadtwerke München benefit from a professional, automated check-in and check-out process that they can complete independently, eliminating the need to check in at the front desk and associated waiting times. When they receive an appointment invitation, visitors also receive an automated email containing all the necessary information, including a personalized QR code and documents needed for on-site check-in. Pre-registered visitors check in on the day of their visit by scanning their QR code at the multifunctional kiosk. There, they complete a site-specific safety briefing and undergo an ID check using an identity card or driver's license for reliable identification. Once check-in is complete, a name badge is printed and access authorizations for (semi-)public areas are automatically activated and documented.

This multifunctional solution is also suitable for unregistered visitors and employees who have forgotten their ID card. In these cases, a visitor invitation with a QR code is generated at the front desk and used at the multifunctional kiosk for self-check-in and ID issuance. The solution includes a driver's license verification process for employees, who confirm their affiliation via an ID check at the kiosk. At the end of the visit, the multifunctional kiosk enables the ID to be returned and documented via card insertion.



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Customer feedback:

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Mike Busse,
Product and System Manager
for Security Technology,
Group Security

Maximum flexibility

The multifunctional kiosk can implement a wide variety of use cases across different locations, allowing for the application of a wide range of security protocols. As a result, Stadtwerke München has already seen the benefits of optimizing visitor management. Integration with the central platform system enhances security and provides a comprehensive view of all security requirements. Thanks to open interfaces, additional infrastructure costs that would have resulted from in-house development or the implementation of third-party solutions were avoided.

“We now have a customized, multifunctional, and above all, smart solution,” said Mike Busse, summarizing the project following its implementation. “I have maximum flexibility when it comes to visitor management and site-specific configurations. Interflex’s openness creates the ideal foundation for seamless integration with friendlyway’s custom-built solutions. I think it’s great that we were able to implement every use case we wanted in collaboration with Interflex.”

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