

CUSTOMER CASE STUDY

Reducing equipment access updates from days to under one business day

About Powerfleet

Powerfleet is a global leader in the artificial intelligence of things (AIoT) software-as-a-service (SaaS) mobile asset industry. With more than 30 years of experience, Powerfleet unifies business operations through the ingestion, harmonisation, and integration of data, irrespective of source, and delivers actionable insights to help companies save lives, time, and money. Powerfleet's ethos transcends our data ecosystem and commitment to innovation; our people-centric approach empowers our customers to realise impactful and sustained business improvement. The company is headquartered in New Jersey, United States, with offices around the globe.

REGIONS

Global

BUSINESS & INDUSTRY

Consumer packaged goods / Food and beverage

OPERATIONAL FOOTPRINT

Large network of manufacturing and distribution facilities

WORKFORCE

30%+ annual operator turnover

EQUIPMENT PROFILE

10+ general equipment types per facility; 25+ at some sites

SOLUTION DEPLOYED

Warehouse IoT Enhanced Access Control (EAC)

AIMS

Keep certification and equipment access aligned, reduce manual reconciliation, enforce equipment-specific proficiency, remove access when certifications lapse

RESULTS

2-3 workdays to <1 business day for newly certified operator equipment access | Daily certification updates | Access removed when certifications lapse

Background

A leading global consumer packaged goods company operates a large network of manufacturing and distribution facilities. Across those sites, equipment access depends on current operator qualifications, employment information, and equipment requirements.



Challenge

HR and Learning Management System data were not integrated, so HR had to manually reconcile certification status against employment and cost-centre records. With annual operator turnover above **30% and 10** or more general equipment types per facility, including more than **25 at some sites**, keeping equipment access current was difficult.

Newly certified operators could wait two to three workdays for manual equipment access updates. At the same time, access was rarely revisited once granted, meaning expired certifications could leave equipment authorisation active.



The solution

Warehouse IoT Enhanced Access Control connects current operator qualifications and organisational data more directly to equipment access, turning changing workforce data into a more automated authorisation process.



Cost-centre-based authorisation

Equipment access can be automatically scoped to the authorised department or departments, so organisational assignment forms part of the access decision.



Equipment-specific proficiency

Minimum proficiency requirements for equipment login and use can be applied by operator and by equipment type, make, model, and year.



Daily certification updates

Operator competency and certification transcript data are ingested automatically each morning before shift start, keeping equipment access current without manual reconciliation.

The Results

Enhanced Access Control keeps equipment access more closely aligned with current operator qualification data. Daily transcript ingestion replaces manual certification reconciliation and supports faster equipment access for newly qualified operators.

Newly certified operators gain equipment access in under one business day



Equipment access updates with the next transcript-import cycle, typically in less than one business day compared with two to three workdays previously.

Certification data stays current



Daily automated transcript ingestion keeps certification status accurate and current, eliminating the previous manual reconciliation against employment and cost-centre records.

Proficiency enforced across complex equipment



Policies can be applied by operator and equipment type, make, model, and year, providing consistent proficiency enforcement across a diverse equipment environment.

Access removed when certifications lapse



Authorisation is continuously validated against current certification data and automatically removed when certifications lapse.

KEY PROOF POINTS

2–3 WORKDAYS → <1 BUSINESS DAY



Equipment access update time for newly certified operators

DAILY



Automated competency and certification transcript ingestion

CERTIFICATION LAPSES → ACCESS REMOVED



Authorisation validated against current certification data

EQUIPMENT- SPECIFIC PROFICIENCY



Policies enforced by operator and equipment type, make, model, and year

Customer perspective



“Before EAC, our access controls were only as good as the last person who remembered to update them. Between fragmented HR and training systems and turnover north of 30% a year, certification data drifted out of sync fast. Now access updates itself every morning based on real certification data, across every equipment type in our plants.”

— EHS Director, Global Consumer Packaged Goods Company



Conclusion

Warehouse IoT Enhanced Access Control helps this consumer packaged goods company keep workforce authorisation current and equipment access aligned with operator qualifications, speeding access for newly certified operators, enforcing equipment-specific proficiency, and removing authorisation when certifications lapse.