



FROM MANUAL PROCESSES INTO AUTOMATED SECURITY: SKANSEN OPTIMIZES ITS IDENTITY AND ACCESS MANAGEMENT WITH SERIX IAM

BACKGROUND AND CHALLENGE

Skansen, located on Djurgården in Stockholm, is a unique combination of open-air museum and zoo with a large number of employees, seasonal staff, and external contractors such as restaurants and shops on the premises.

Facing the challenge of efficiently administering identities and their physical access across a complex site with many zones, Skansen needed a solution that reduced manual work, increased traceability, and improved security.

Security Manager Göran Kirsch, who has been with Skansen for over 30 years - of which the last 10 as Security Manager - initiated the effort to modernize identity and access management. Previously, much of the handling was done manually via Excel files, scattered lists, and disparate systems: ordering cards in one system, and encoding and assigning permissions in another.

SOLUTION

Skansen implemented Serix IAM, an overarching system for managing identities and access, fully integrated with Skansen's existing ASSA ARX access control system to centralize identity and authorization management, with a particular focus on streamlined workflows for both internal staff and external partners.

KEY COMPONENTS OF THE SOLUTION

- ✓ Unified identity directory in Serix IAM for all categories (employees, seasonal staff, contractors).
- ✓ Role- and zone-based access rights linked directly to ASSA ARX.
- ✓ Time-bound permissions with automatic deactivation upon expiry.
- ✓ Contractor portal: external parties (e.g., restaurants, staff at the Aquarium, or other companies operating within Skansen) register personnel, upload photos, and order access/photo ID cards for digital approval.
- ✓ Seamless ARX integration with full auditability: automated card issuance and permissions, comprehensive logging, and automated reminders

RESULTS

"Serix IAM has made our administration for both employees and external partners significantly simpler. With the integration to ASSA ARX and the contractor portal, internal departments and external partners can order and update their own access and photo ID cards, while we maintain control, traceability, and high security. We have reduced manual handling, shortened lead times, and freed up time across the operation - especially during peak seasons

" says Göran Kirsch, Security Manager at Skansen.

Today, Skansen benefits from centralized, automated, and auditable identity management with Serix IAM. Processes are streamlined for both internal and external users, security is strengthened through clear role- and time-based controls, and the operational load and administrative overhead have decreased significantly - critical for Skansen, which orders more than 2,300 cards annually.

Thanks to the solution, Skansen can handle high variability in workforce size.

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