IDmelon part of HID

Case Study

First in Food, First in Security: How IDmelon Empowered Michael Foods to Modernize Access with Existing ID Badges

THE CHALLENGE

As a multi-billion dollar business, Michael Foods operates under the guiding principle of being “First in Food.” With a legacy dating back over 100 years and a massive supply chain supporting foodservice, retail, and food ingredient customers, the company relies on highly efficient, advanced manufacturing facilities. It utilizes shared workstations and kiosk-mode machines across their production floors to manage critical tasks like food safety monitoring, real-time logistics, and quality control.

For their frontline workers, every second counted. The problem was that they needed to log into shared PCs and access Microsoft My Apps in kiosk mode several times a day, and the process of typing usernames and passwords was a genuine drag on their workflow.

The usual solutions just weren't going to work here. Because of strict hygiene rules, everyone wore gloves, so biometric fingerprint scanners were out of the question. Personal mobile devices were banned from the manufacturing floor, eliminating the possibility of mobile-based authentication. Management also expressed concern regarding dedicated hardware security keys; because workers move rapidly between different machines, the risk of losing, damaging or forgetting a USB dongle was too high for a smooth workflow. From an administrative perspective, to make things harder, the IT team had no way to see authentication logs or manage security keys across the facility, leaving them in the dark about who was accessing what.

THE SOLUTION

Michael Foods found its answer with IDmelon. The solution didn't require any new hardware or complicated training. Instead, it transformed the cards that employees already carried every day into secure passkeys.

A small card reader was attached to each shared PC and kiosk machine. Now, when a worker approaches a station, they simply tap their badge and enter a quick PIN. That's it. They are logged into the PC and, on kiosk machines, automatically signed into Microsoft MyApps without any extra steps. The experience is consistent, fast, and familiar.

Behind the scenes, the IDmelon Admin Panel gave the IT team exactly what they had been missing: a central dashboard to manage everything. They could bulk-register every employee's existing badge as a passkey, provision credentials without any user input, and monitor authentication logs across the entire facility. The rollout happened entirely in the background; frontline workers were simply told to start tapping their badge instead of typing passwords.

THE RESULT

The impact was immediate. Login times dropped dramatically, and the frustration of forgotten passwords or locked accounts disappeared. On the kiosk-mode machines, employees moved through their shifts faster, spending less time waiting for logins and more time on the work that mattered.

Security improved without adding friction. By moving to phishing-resistant passkeys, Michael Foods eliminated a major vulnerability. The IT team finally had full visibility and governance over who was logging into which machine and when.

Most importantly, adoption was effortless. Because the solution used something workers already carried and knew how to use and protect, there was no learning curve. Michael Foods achieved a secure, passwordless factory floor without changing a single employee habit or issuing a single new piece of hardware, proving that on a busy factory floor, high security and high efficiency can absolutely go hand in hand.

MICHAEL FOODS

BENEFITS

- **Unified Access Control**: Merges physical facility entry with digital login workflows by using a single card for both.
- **Enhanced Phishing Resistance**: Upgrades the security posture by adopting FIDO2-standard authentication.
- **Optimized Productivity**: Minimize login processing time at shared PCs and kiosk-mode machines by simple tap of a card.
- **Simplified Administrative Management**: Reduces IT helpdesk tickets.
- **Hygiene-friendly**: Works through gloves, unlike fingerprint scanners.