

When access becomes effortless



Albert Heijn's move to mobile access



For an organization the size of Albert Heijn, innovation isn't limited to the shopping experience. For them, progress is about making choices that fit the company's identity. This includes choices about workplace technology. Technology that's practical, future-focused, and grounded in long-term value. You can see this in their expanded use of Nedap to include mobile access for employees across their offices of Albert Heijn, Etos, Gall & Gall, and Ahold Delhaize in the Netherlands.

For Albert Heijn, the move from physical access badges to mobile credentials was not just some technology experiment. It was a deliberate step toward a more sustainable, secure, and employee-friendly way of working. By enabling employees to use their smartphones as access credentials through Apple Wallet and Google Wallet, Albert Heijn is simplifying access management while reducing reliance on plastic badges.

The result is a workplace access experience that feels modern in every way: less friction for employees, less waste for the organization, and a stronger fit with the way people already move through their day.

A practical answer to a future-facing challenge

Behind the rollout were two clear priorities: advancing sustainability and embracing technology that makes everyday work easier. That combination shaped the case for expanding Mobile Access. The organization was looking for a future-proof way to make access rights more secure, efficient, and easier to manage, while also reducing the number of physical access cards in circulation.

That sustainability ambition mattered. Limiting the issuance, replacement, and logistical handling of plastic badges both removes a layer of administrative complexity and also supports Albert Heijn's broader objective of using resources more responsibly. In this case, a digital solution delivered both operational and environmental value.

The goal of the project was to partially replace physical access cards with digital access credentials on employees' smartphones. That shift created a simpler model: credentials stored securely on a device that employees already carry, rather than another object to remember, replace, or manage.



Building on a relationship that already worked

One of the most important ingredients in the project was not technical at all. It was trust.

Albert Heijn describes the relationship with Nedap as “very reliable and pleasant,” with smooth and professional collaboration, clear communication, and agreements that were consistently fulfilled. That matters when a project touches daily operations, security, and employee experience all at once. The technology needs to work, but so does the partnership around it.

Because Albert Heijn was already using Nedap’s AEOS access control platform, expanding to mobile access was a natural next step. Rather than requiring major infrastructure changes, Nedap Mobile Access could be introduced within an environment the organization already knew and trusted, making the transition evolutionary rather than disruptive.

With both the technical foundation and the partnership already in place, the rollout could focus on what mattered most: delivering a smooth transition for employees while supporting Albert Heijn’s long-term ambitions for sustainability, security, and innovation. The result was an implementation that felt less like a system replacement and more like the next logical step in Albert Heijn’s future.

Making access feel lighter for employees

The most visible impact of Nedap Mobile Access is not in the server room or the security office. It is in the everyday experience of employees.

Instead of carrying a physical badge, employees can use the smartphones they already rely on every day. That makes access easier to manage and harder to forget. It also helps reduce the familiar frustrations that come with traditional badges: cards left at home, cards misplaced, cards needing replacement, and cards constantly being reissued. We’ve all experienced this.



For employees, the experience is now more straightforward. One Albert Heijn user described the added mobile access pass as a “9+ user experience,” a small but telling phrase that captures what the shift felt like. Intuitive, dependable, and noticeably better than what came before.

Another employee summed up the cultural value more broadly: “It’s great that we’re not only ahead in technology for our customers, but also for our employees!” That sentence gets to the heart of the story. This is not only about making buildings easier to enter. It is about having positive impact in the employee experience too.

Delivering a smooth transition through partnership

Behind every successful technology rollout is a team that makes complexity feel simple. For Albert Heijn's Nedap Mobile Access implementation, that meant close collaboration between Albert Heijn, Nedap, Equans and Connectrick.

Equans and Connectrick were responsible for the technical implementation, configuration, integration with Albert Heijn's existing access control systems, and support throughout both the pilot and the broader rollout. From the outset, the focus was not simply on deploying new technology, but on ensuring it fit naturally into Albert Heijn's existing environment and day-to-day operations.

“The implementation was successful thanks to the close collaboration between Albert Heijn, Nedap, Equans, and Connectrick,”

*explains Niels van Eekeren,
Manager Operations at Equans.*

“By carefully preparing the pilot, actively involving users, and jointly resolving technical challenges, the solution could be rolled out in a controlled and successful manner. Its strong alignment with existing processes ensured a smooth transition for users.”

That collaborative approach helped create confidence throughout the project. Rather than requiring significant infrastructure changes, Nedap Mobile Access integrated seamlessly with Albert Heijn's existing AEOS environment, allowing the organization to modernize workplace access while maintaining business continuity.



A sustainability story with operational value

Reducing plastic badges is a tangible sustainability win, but the value goes beyond material reduction. It also improves the way access rights are managed across the organization. Digital credentials can be managed centrally and securely, giving administrators greater control while simplifying day-to-day access management.

Key reasons for choosing Mobile Access are lower operational costs, less time spent issuing and replacing physical badges, and a significant reduction in the use of plastic badges. It also aligns well with Albert Heijn's identity as a food-tech retailer that wants sustainability and technology to reinforce one another rather than compete for attention.

In that sense, Nedap Mobile Access is a good example of a sustainability initiative that is not symbolic. It changes a real operational process, creates a better user experience, and supports the company's broader long-term goals. The sustainability value is built into the workflow itself.

Building on today's success

For Albert Heijn, the rollout of Mobile Access is only the beginning. The project has established a digital foundation that can continue to evolve alongside the organization's ambitions for sustainability, operational efficiency, and employee experience.

Looking ahead, Equans sees opportunities to further expand Mobile Access across Albert Heijn's organization, including additional locations, deeper integration with visitor and supplier processes, and the continued digitalisation of identity and access management.

"Nedap Mobile Access provides a sustainable, secure, and future-proof access solution that combines ease of use with more efficient management and lower operational costs,"

*concludes Aschwin Heeremans,
Lead Application Engineer at Equans.*

That vision aligns closely with Albert Heijn's own ambitions. By combining secure mobile credentials with existing infrastructure, the organization has adopted a solution that not only addresses today's needs, but also provides a scalable platform for tomorrow's workplace.

*As Tom van Middendorp,
Solution Consultant at Nedap, explains:*

"Albert Heijn is taking a clear step by bringing mobile access to its employees. It makes access easier and more secure, using the devices people already rely on every day."

A future-ready step that feels like a natural one

For Albert Heijn, the shift to mobile access is about more than replacing plastic badges with digital credentials. It demonstrates how technology can support broader ambitions. Strengthening sustainability, improving the employee experience, and modernizing workplace security without disrupting existing ways of working.

Built on a trusted partnership and an established AEOS platform, the rollout reflects an approach to innovation that is both practical and forward-looking. Rather than replacing what already worked, Albert Heijn extended it with new capabilities that fit naturally into the organization.

And for the employees who now tap their smartphones to enter the office, the result is something refreshingly simple: a secure, seamless experience that just works.

To learn more about Nedap Mobile Access, click [right here](#).



About Nedap

For us, security isn't just about technology. It's about people and how they live their daily lives. It's about fulfilling your basic human need for security so you feel safe enough to make the most of life and work. In a way, true security is when you don't have to think about it.

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