Enterprise Visitor Management

Case Study

> A security director was looking for a visitor management solution that could match the scale of the operation and deliver the feature set that would allow them to proactively manage a huge number of visitors annually.

PROBLEM

Leading companies are now looking for visitor management systems that not only operate at global scale but also deliver an enhanced customer experience. With over 400,000 visitors annually, this client was no longer prepared to accept queues, idle staff, and low-tech practices; they were looking for a tailored solution proven to operate at the enterprise level.

With many busy lobbies across a large campus, this client needed advanced features and a proactive view of the visitor population. Visitors to various locations within the campus also had to sign non-disclosure agreements, read and agree to visit guidelines, and surrender specified equipment to the receptionist to avoid potential security breaches. Previous solutions had been unable to answer critical security management questions: How many visitors are presently on site, and where are they? How many are overdue for exit? How many checked in but never checked out?

The RightCrowd Solution

With RightCrowd, visitor access is managed across the enterprise via a set of powerful integrated tools. To simplify the visitor arrival process, visits can be pre-registered in advance by the visit host, or visitors can pre-register themselves via a cloud-based portal, with approval by the host. When the visitor arrives, they simply present a visit QR code on their phones or printed visit pre-registration email, and the pre-registered visitor's details are matched requiring no manual data entry to significantly streamline the entry process.

If non-disclosure agreements, safety procedures, or other documents must be read and acknowledged by the visitor prior to their gaining site access, these can be reviewed and approved by the visitor online prior to the visit, or upon their arrival via a tablet-based app. If a safety video is required to be viewed by all visitors, for example, this can be viewed on this same tablet and certified by the visitor at its completion. If a photo of the visitor is required, this can also be captured by the same tablet-based app. Visitor acceptance to the various steps in this process can be easily captured including the ability to record signatures captured on the tablet if required. The visitor arrival process is significantly shortened, and there is an audit trail confirming that all required visitor processes were complied with.

If access cards are required for visitors, they can be easily provisioned on demand based on information provided during the registration or pre-registration process. RightCrowd's integration with the physical access control system enables the visitor card to be provisioned in that system in near real-time. If sticky labels are used for visitors, the RightCrowd system can print these on demand based on the visitor information provided, and even include a captured photo image if required, based on a tailored visitor badge template.

Visitors' identity details as well as compliance records indicating their previous agreement to non-disclosure agreements and safety procedures are retained (depending on company or local legislative policy), simplifying repeat visits even further. If visits have a pre-defined duration, a report or screen view of visitors who have not departed by the end of their planned visit can easily be created by security or reception staff. At the end of the day, a report displaying visitors who had not returned their badges or access cards can easily be created so corrective action can be taken. Visit reports illustrating the frequency of visitors from given organizations can easily be created as well.

1 **AUTOMATION**
of visitor arrival process including the use of visitor tablets minimizes visitor processing time by reception staff

2 **CLOUD-BASED**
visitor pre-registration further streamlines visitor arrival processes

3 **ENTERPRISE-WIDE**
visibility and management of visitors

4 **CERTIFIED VISITOR AWARENESS**
of, and agreement to, site security and safety procedures

5 **COMPLETE INTEGRATION**
with your enterprise's physical access control system for centralized viewing of everyone on your site, including evacuation of visitors in the event of an emergency

6 **FURTHER AUTOMATION**
enabled by integration with Microsoft Outlook/Exchange enabling visits to be triggered by meeting invitations

7 **ENTERPRISE REPORTING**
of process exceptions (e.g. visitors not returning badges/cards on exit) and general visit volume reporting for planning and analysis

For many years, some of the world's largest, most demanding enterprises have relied on RightCrowd's software to enhance the security, safety and compliance of their employees, contractors and visitors. Ask us how RightCrowd has provided cost efficiencies, process improvements and tangible business benefits with our solutions.

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EVERYONE ON SITE IS RIGHT

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