Self-Service Visitor Management

Case Study

A security manager was looking for more effective ways to gather standard visitor information and refocus the team on higher value security tasks.

PROBLEM

Corporate lobbies can be busy places, with employees, visitors and contractors all seeking access to an ever more complex array of people, assets and information. Like many organizations, this client viewed their lobby as their first line of defense in managing the transition of people and assets from the public side to the secure side of their operations.

In this environment, security management of the Lobby was complicated by an assortment of policy, administration and service requirements. Most of the work performed by security staff was administrative and service-related and in many cases, were simply processing visitors on behalf of their host. Much of the information collected from the visitor could easily have been gathered in advance without the need for security personnel intervention.

The RightCrowd Solution

RightCrowd self-service visitor management kiosks, working in conjunction with its Enterprise Visitor Management platform, fully automates the process of visitor entry and exit.

Using the self-service kiosk is simple, intuitive, and secure. The visitor begins by scanning a driver's license or passport on a scanner to identify themselves. Using a touchscreen, the visitor can enter details about themselves or, if pre-registered, they can scan in a QR code from an email they received to initiate the commencement of their visit.

The kiosk's intuitive touchscreen interface can take care of all functions normally processed by receptionist staff, including displaying facility safety videos, confidentiality agreements or the capture of a visitor's photo.

When the visitor has completed the arrival process, RightCrowd notifies the visitor host via email or text message that their visitor has arrived and is waiting for them. When the host arrives to meet the visitor, the host swipes their own access card to authenticate the visitor and authorizes the visit.

If access cards are required on site for visitors, a visitor access card can be dispensed from the kiosk, or, a visitor label can be printed as part of their arrival process.

When visitors leave for the day, they return their card to the kiosk, which accepts the card, de-authorizes it, and finalizes the visit. If the visitor received a sticky label, the visitor can scan this to trigger the process that will end their visit. The host can also perform these steps for the visitor if preferred. A report of visitors who have not returned their access cards can be created at the end of the day and visitors can be notified to return the cards, with hosts notified to obtain their assistance if required.

Information about repeat visitors can be retained by the system, simplifying the process for repeat visits.

These same self-service kiosks can also be used for internal resources who have forgotten or misplaced their cards (described in detail in the RightCrowd Lost-Forgotten Access Card Processing Case Study). Self-Service Visitor Management Kiosks add another layer of automation to RightCrowd Enterprise Visitor Management, enabling visitors to enjoy a more streamlined and professional visit process free of queues.

1 AUTOMATION
of visitor arrival process, reducing the need for reception staffing

2 MULTIPLE KIOSKS
can be used to reduce queues during busy visitor periods

3 CLOUD-BASED VISITOR REGISTRATION
can further streamline the visitor arrival process

4 CERTIFICATION OF THE VISITOR'S AWARENESS
of and agreement to site security and safety procedures

5 THE SAME KIOSKS
can be used for workers who forget or lose their access cards, to obtain a temporary card

6 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

7 FURTHER AUTOMATION
enabled by integration with Microsoft Outlook/Exchange enabling the registration of a visit to be triggered by meeting invitations

8 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.