

RETHINK

YOUR RECEPTION AREA

How a Visitor Management
Solution Adds Value to an
Enterprise

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Visitor Management Has Gone Through A Transformation

Traditional paper logs that do a poor job of keeping track of visitors have increasingly given way to computerised visitor management systems with more cutting-edge features and integration capabilities. These new developments not only keep premises safe and secure but also offer an enhanced guest experience, in the process increasing its brand awareness and value.

A good visitor management system takes into account the experience and lifecycle of the visitor within a facility. Instead of a system that could potentially come across as a 'big brother' style approach to monitoring the whereabouts and actions of the individual, it's important that the solution is viewed with the perspective of accounting for the visitor as a welcomed guest to the premises, in both a general sense and in the event of an emergency.



Frank Hart
Chief Executive Officer

“Many business processes are moving from paper and manual systems to digitalized ones since they are faster, more convenient and can better utilise data.

Visitor management solutions are part of this trend. End users are becoming more and more open to adopting visitor management solutions since they automate processes and provide a higher level of security than a manual process”

In the past, visitor management has been nothing more than pen and paper, with guests signing their names manually on paper logs.

This outdated method was inconvenient and unsafe as the visitor's name can be illegible or fake. The information on the paper log that is supposed to be confidential is left open to the public. And once something happens there's no way to track exactly where the visitor is in the building. In an emergency, such as a fire, it would be impossible to quickly determine who is still in the building.

As a result, users have turned to digital visitor management systems, which are much more accurate and provide additional information that a log book cannot provide, like visitor photo, address, gender and reason for the visit.

Given demands for visitor management systems that are both secure and user-friendly, the following pages list some ways how a visitor management solutions adds values to a business enterprise.



Stephen Bishop
Chief Technical Officer

“We’ve incorporated a function within Outlook and Google Calendar. The moment you schedule a meeting through Outlook and Google Calendar, it will immediately pre-register everybody on your invitee list, trying to eliminate that extra step that employees have to take to register their visitors”

Improve the Visitor Experience

If your visitors are automatically pre-registered, your employees will automatically be notified of a guest’s arrival. When your system can pre-register guests and review all previous and upcoming visits, it eliminates unnecessary phone calls to your reception desk, improving management and maximising visibility.

More and more, visitor registration can be further streamlined through a pre-registration process. This is especially beneficial when a host is expecting a large group of visitors, as they don’t have to register one by one.

Pre-registered visitors can receive visit details prior to coming on-site. This can include an email with meeting details with a QR code attached. This saves time in filling in a visitor registration form onsite and queuing to receive a visitor badge upon arrival.

All Operations & Business Functions Working Together Seamlessly

A particularly valuable feature of a visitor management system is the ability to integrate with the organisation's access control system.

An access card, in the form of a visitor's badge, is activated in the access system using the information entered into the visitor software. Upon the visitor's departure, he or she is checked out by the visitor lobby system and the associated card is automatically deactivated.

If visitors accidentally take their cards with them, the facility will still be secure since the visitor software passes the expiration date and time to the access system.



A Visitor Management System Ensures Everyone Stays Safe in the Workplace

The Health & Safety at Work Act reinforces the responsibility of businesses to make sure everyone stays safe in the workplace. This includes any authorised visitors.

When a visitor arrives on-site, a visitor management system can instruct them on a safety briefing or induction. The brief induction video can tell them about any risks that could affect them and how they are managed, including:

- ⦿ Where they can and can't go
- ⦿ Checking if they need to be supervised or accompanied on the work site
- ⦿ Checking they have the right personal protective equipment (PPE), and loaning it to them if they don't.

It can also outline If visitors need to sign a confidentiality agreement or NDA before going on-site

Accurately Account for Your Visitors in the Event of an Emergency

If there is a fire or if your facility has to be evacuated for any reason, having a manifest of all visitors, and being able to transmit that information immediately, is vital.

With an automated visitor management system, you will know exactly how many visitors are in your building and you can easily send that report to emergency responders or any other individuals.

So plan ahead. Be sure you understand how important a visitor management system can be during an emergency.



Using Visitor Data to Improve Facility Management

The gathering of data begins at the very beginning of the visit. It all starts with the pre-registration. The more pre registration compliance you get, the more participation you get, the more you'll know about the different matrix and key performance indicators you'll have around your visitor management program.

Data capture can be dependent on the requirements of the organisation. It can include additional information fields the customer may set up such as collecting citizenship status, vehicle registration numbers or any other data the organisation requires.

A top-down view of a bright yellow ceramic mug filled with dark coffee, positioned on a teal surface. To the left, the corner of a silver laptop is visible, showing a portion of the keyboard with keys like '+', 'Pg.Dn', 'Enter', and 'Del'.

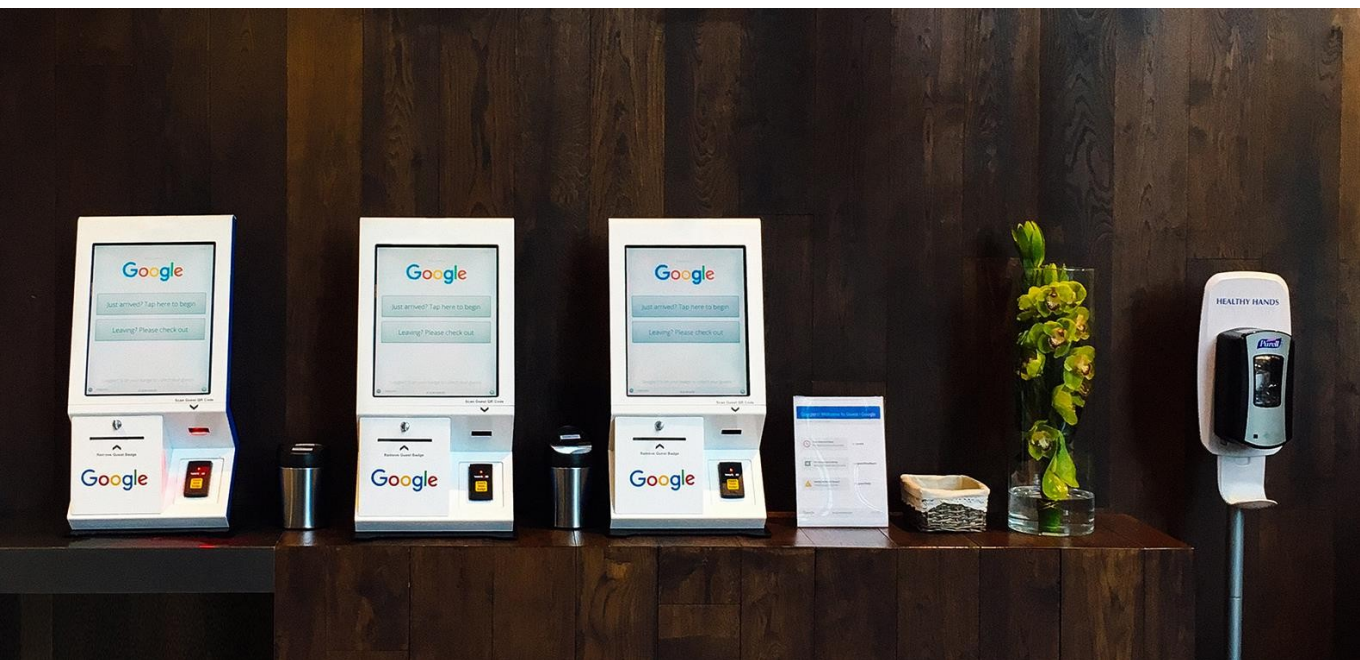
Using Visitor Data to Improve Facility Management

The data can then be processed and analysed to help your organisation meet their various security and business enablement objectives. This information can not only be used to pinpoint issues before they arise, which can help thwart potential threats to the safety and security of people and assets, but also analyse traffic flow patterns that can streamline better planning and operations.

Data regarding reasons for visiting a site or how many third-party individuals came on-site throughout a timeframe could be optimised in terms of identifying the frequency of a visitor within a certain timeframe and revealing a number of times a visitor was onsite and for what particular reasons.

TDS Visitor provides web-based software and future proof hardware that manages visitors to your office, from invitation to checkout.

Our vision is to leverage the power of the web to fundamentally change the way people are welcomed in offices in corporate offices around the world.



Hundreds of companies across the globe use our service every day to transform the way they welcome visitors.

Find out more at www.tdsvisitor.com