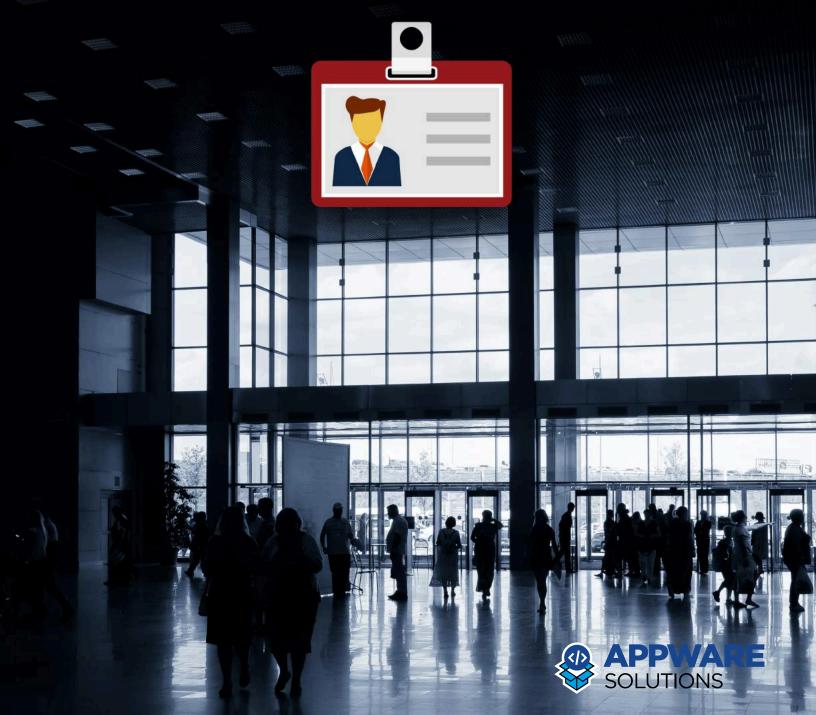# OPERATIONS GUIDE TO
# LOBBY SECURITY & VISITOR MANAGEMENT

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A lobby entrance is one of the most vulnerable spaces within your building, regardless of industry or business type. It's also the first line of security defense when it comes to protecting employees, visitors, and assets. With ever-increasing cases of security breaches, workplace violence and stolen assets, a visitor management solution plays an important role in your company's overall access control system.

Do you know who you've given access to or how many visitors are onsite in real-time?  Inadequate visitor management procedures can leave your business at risk in the event of an emergency, unauthorized access, or other security breach. Companies are liable for inadequate visitor management procedures and the damages

## Effective visitor management can save you time, money and headaches.

cost millions of dollars when a breach occurs or when an emergency evacuation occurs and there are unaccounted people from within a facility. A visitor management solution can integrate directly with your current access control system and help reduce security failures and liability issues..

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# How Will This Help My Business?

## 1. Reduced Risk and Improved Security

The security provided by a visitor management system will take on many forms. First, there is information security. Businesses need to protect and secure sensitive information. A law firm with crucial, confidential clients or witnesses visiting, doesn't need them announced on a paper sign-in sheet for any subsequent visitor to see. The need to have an easily searchable, clear database of visitors and their movements around your facility is vital, especially if important documents or pieces of hardware go missing or data center breach.

Visitors provided with badges coded strictly for access to approved areas are visitors that cannot tailgate or sneak into areas, access computers or networks they shouldn't, exposing or stealing company secrets or client information intentionally or inadvertently. It also monitors and tracks user credentials in real-time while protecting your most sensitive internal company information.

The best visitor management systems can quickly check visitor information against watch lists and criminal databases, sending discreet alerts to law enforcement and security personnel. Integration with a card-based physical access solution, has become the preferred method as it provides secure identification and authentication. Verifying identities and tracking entry and exit in real-time can avoid exposing your company to real security threats.

The physical security of your building, people, network printer access and assets should be a top priority. It may be unpleasant to consider but workplace violence is an increasing problem. According to the Bureau of Labor Statistics, there were more than 2,000 workplace homicides from 2011-2015, a quarter of which were committed by coworkers, clients/customers/patients and those related in some way to employees, and those numbers are increasing exponentially. Instead of an "open access" facility where anyone can enter and walk throughout a building, a visitor management system is an added level of defense which can be a deterrent to some criminals. Adding layers to security processes help reduce risk.

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## 2. Optimization of Your Operations

Manual processes and paper log books are found to be inadequate as a visitor management procedure. There's a lot of manual effort involved in checking guests in and guiding them, not to mention the potential for human error. Do all guests sign out when they leave? Paper logs can be illegible upon review, information may or may not be recorded and details of who the visitor is meeting with or number of guests may be missing. Paper logs are also difficult to audit. A time-consuming check-in process may affect the company's reputation. It's your way of greeting visitors, so you don't want them frustrated or waiting long with paper-based check-in. Your receptionist and security guard need to focus on things that matter.  Improve visitor experience and make a powerful first impression.

By automating your registration process, data is collected, visitors are quickly screened, credentials or an ID are accurately authenticated and access is granted.

Employees can pre-register visitors and notify lobby security when expecting guests. Once a visitor is identified and credentials verified, the system can announce visitor arrival via email or SMS to employee. Detailed and highly accurate visitor information is captured for reporting and analysis which helps in meeting new regulations and meeting the ever-increasing security challenges.

By consolidating tasks and administrative functions, time is saved and organizational resources are optimized, dramatically improving productivity at the registration desk and for employees. Workflow becomes streamlined when tasks are automated and access to visitor data occurs in real-time, improving productivity for a more efficient organization. The best solutions offer easy collection of visitor information without a disruption in workflow, loss in time or profit.
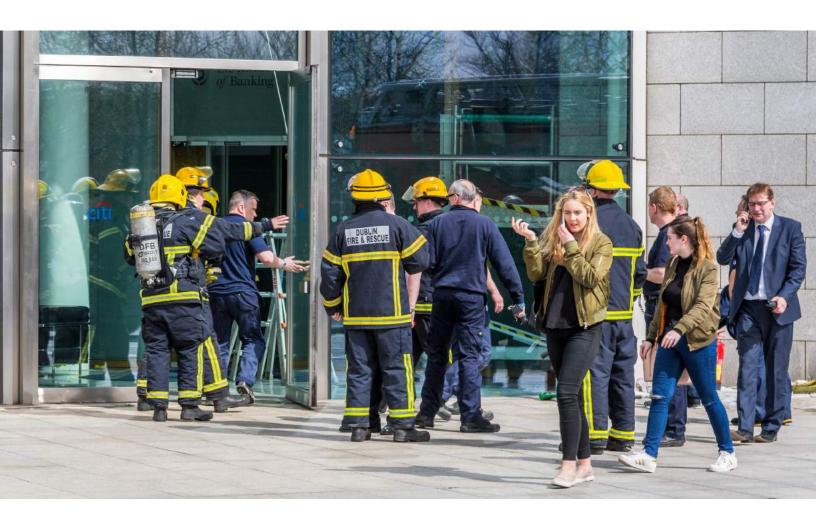
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## 3. Streamlined Emergency and Evacuation Plan

Do you have an emergency evacuation plan?  If you do, do your employees know where to go and with whom to check-in? Are they familiar with the plan and can they check-in with their badge or mobile phone in the event of a security breach, attack, or natural disaster?

During an emergency, every second counts. The ability to quickly identify personnel who are unaccounted for is the key to finding them. An automated visitor management solution enables the security or safety officer to quickly take roll-call at the pre-designated mustering point.  Employees simply tap their badges on the badge reader and the captured data is automatically pushed to the application synced with a cloud database and the visitor management solution, instantly showing attendance status. Not only does this automate the mustering drill, it provides real-time data on who is present, if anyone is missing and provides the ability to notify emergency responders about last planned location of missing employees or visitors.

Depending on the visitor solution requirements, the real-time dashboard provides a view of visitor names, their photos, entry and departure times, signed NDAs, watch lists and more. All associated data and analytics are quickly compiled into reports for quick situational analysis, including emergency situations.



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# But Do I Need a Visitor Management System?

The short answer is yes, particularly if your business is large enough to have high volumes of visitors moving in and out of your building on a regular basis. A visitor management system is important to keep your assets safe and secure. A visitor management system is also a tool that helps reduce your company's liability in the event of an emergency or breach, saving your business from unnecessary costs in the long run.

An automated visitor management system streamlines the login of guests, customers, contractors, vendors and easily captures identifiable information, efficiently creates temporary access credentials and stores records of these visitors for compliance, insurance, analytics, emergencies and other business purposes.

## Some Things to Consider When Selecting a Solution

**Protect And Enhance Your Brand**
Heighten security while improving service levels.

**Deter Unwanted Guests**
Modernized registration shows when your safeguards are effectively in place

**Pre-Register Visitors**
Internal employees can set up visits and provide details on their guests that are logged and sent to employees and guests alike. Set the stage and expectations of the visit before it even happens, and ensure an employee can greet the visitor while knowing all the necessary details of where they should go, and who they are there to see.

**Easy Sign-In**
Visitors checking in can log their information in a simple manner, and the solution will alert hosts their guest has arrived.

**Print and Authenticate Badges**
Quickly print and activate access control badges for the guest instantly at the reception desk, so guests can be identifiable at a glance and restricted to certain areas of the facility.

There are many more possibilities for better security that can be found in an access management system. You simply need to identify your weak spots, determine what needs to be fixed, and find a solution that's scalable and accessible for your specific needs.

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We work with the world's top hardware and software manufacturers to marketing and promote purpose-built solutions designed to simplify operations and increase profitability.

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- We do the product research to identify proven solutions that have been tested, certified, and can be bundled to provide best of breed solutions that integrate seamlessly.

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**CONTACT US**

# Visitor Management Made Secure

## by RFIDeas & Jolly Technologies

Lobby Track, when coupled with a credentialing system, adds another level of cost-effective security to any business looking to protect people, assets, critical areas and proprietary information. Quickly validate, register and tracks visitors securely while providing professional ready to print visitor badges encoded with access control technology.

Register visitors ahead of time online and be electronically notified of arrival. Productivity is enhanced and the ability to provide better visitor service, reporting and mustering solution for emergency evacuations. By incorporating a compatible proximity reader, the visitor check-in/out process is faster and easier...no barcodes to line up and scan, just tap a card and go.



## Benefits Include:

Register and badge visitors

Improve security through access control

Record and maintain database of visitors

Integration with pre-existing building access systems

## Ideal For:

Enterprise

Corporate

Healthcare

Government

Manufacturing

## FOR MORE INFO

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