FacilityOS

The Ultimate Guide to Visitor Management

Track Visitor Flow and Manage Safety in Your Building

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Site Managers and Health and Safety Officers are tasked with the safety and security of their workplaces.

The number of visitors, employees, and deliveries passing through the workplace adds to this task's complexities and challenges.

Your Visitor Management System (VMS) is essential for ensuring workplace safety and compliance with all relevant regulations. Smart technology enhances your visitor experience and tracking capabilities with strong solutions that simplify complex processes to elevate your Visitor Management.
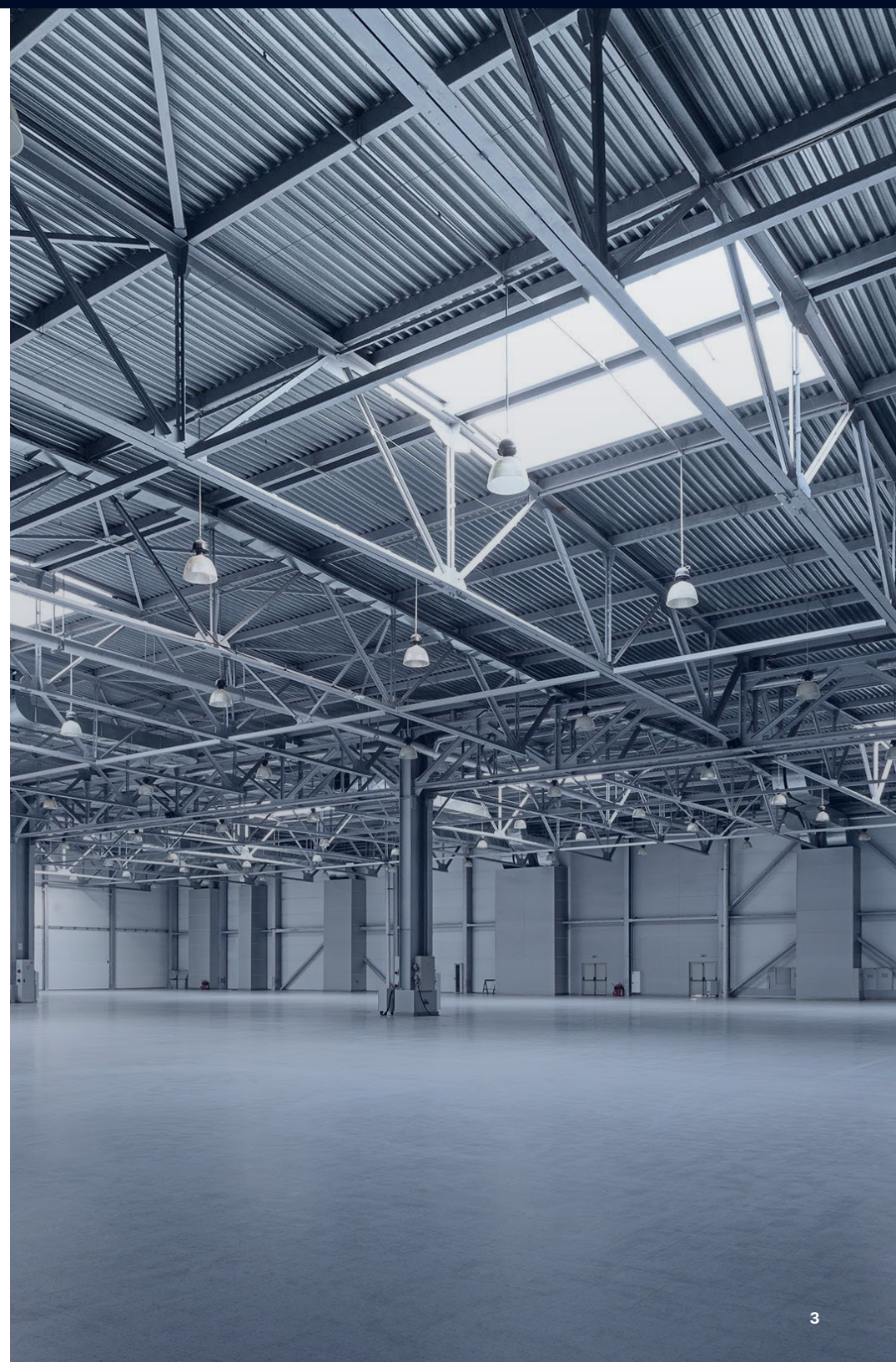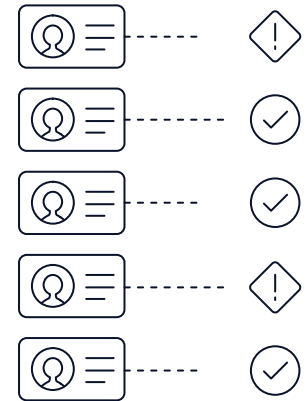
What is Visitor Management?

Visitor Management is a system for visitor and employee tracking in one or multiple locations. Your business may implement a Visitor Management System for security, legal compliance, quicker processes, or to improve visitor experience.

The system's roles and capabilities differ to reflect the individual organization, type of facility, industry, and location. It can be as simple as having visitors write down names and phone numbers in a notebook. Or it can help to simplify complex processes, such as custom visitor badge printing or assigning employee escorts.
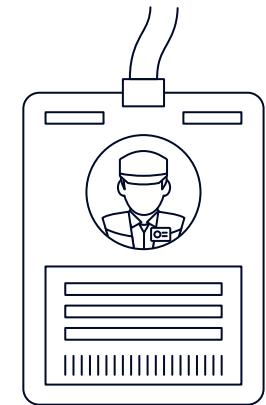
1. Access the Kiosk

2. Automated Security Check
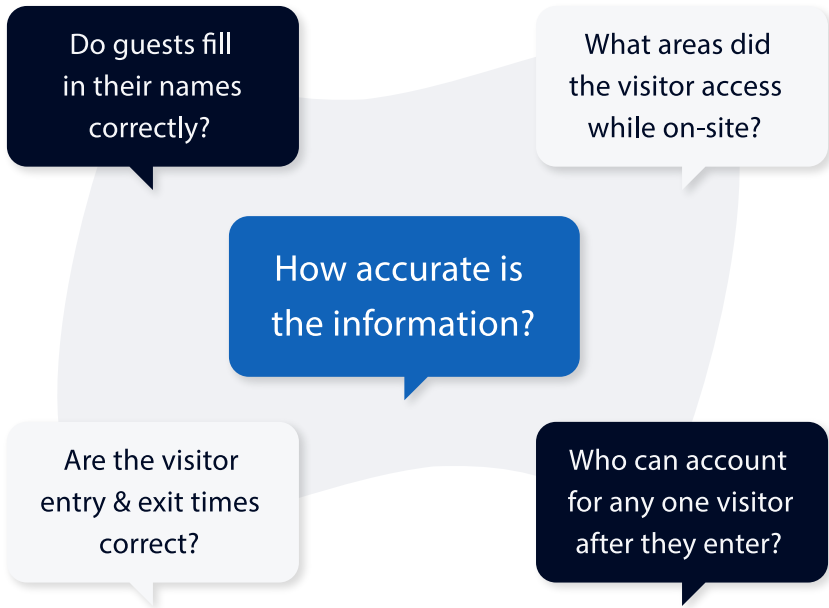
3. Hosts Are Notified

4. Visitor Badge is Printed

Automated VS Traditional Visitor Management

Traditional Visitor Management is unsophisticated. It's often just a person at a front desk with a notebook and pen, taking down each visitor's name, number, and maybe address and visit purpose. While the outdated traditional method does collect basic information about your visitors, it leaves unanswered questions. Not to mention the challenge of organizing, sorting, and reviewing this information to track incidents or workplace insights. Recalling data for an audit or emergency notifications is slow and sloppy.

Automated Visitor Management Systems make a better first impression for new visitors, reducing wait times and lobby traffic.

Do guests fill
in their names
correctly?

What areas did
the visitor access
while on-site?

How accurate is
the information?

Are the visitor
entry & exit times
correct?

Who can account
for any one visitor
after they enter?

Modern visitor tracking software uses digital solutions to transport your visitor management process out of the stone age. Organized and user-friendly, real-time dashboards answer essential questions and improve the visitor experience. The online database organizes and stores information, so you can quickly find and sort specific info. It also strengthens office security, with trackable visitor identification badges and enhanced security checks.
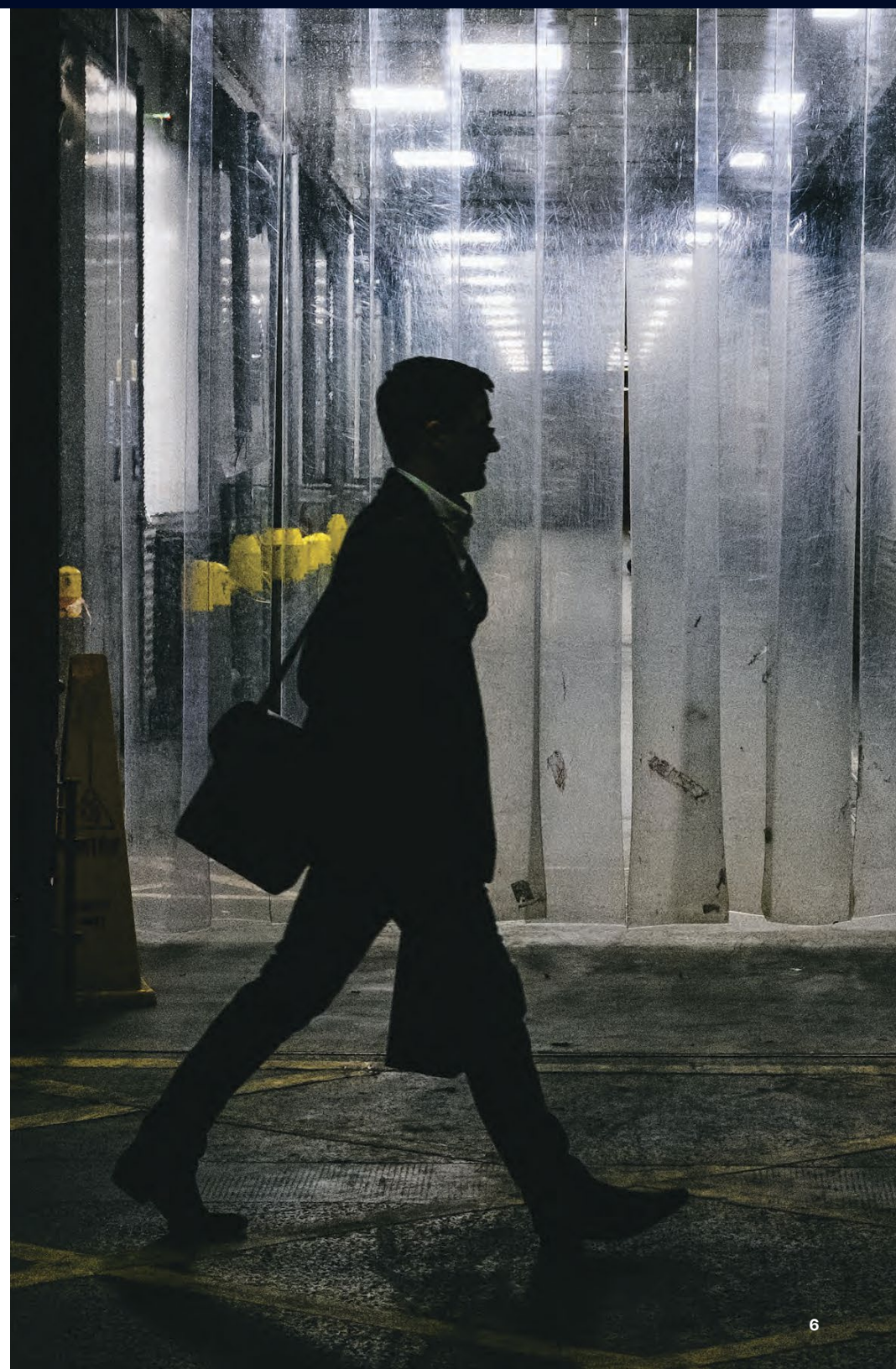
Where Visitor Experience and Visitor Management Collide

The Visitor Management System is the first impression for everyone who enters your facility. A better visitor experience starts with your automated Visitor Management solution.

Smarter, integrated software creates a seamless and impressive experience. You can send guests a pre-registration email link that they can complete prior to their arrival, putting an end to lengthy visitor check-ins, with access right from their phones. QR codes and touchless sign-in options make entries convenient, secure, and fast.

60%

of visitor satisfaction is **tied directly to visitor experience.**

Source: researchgate.net

Number of Sick Days

☑ Public Sector

☐ Private Sector

source: statcan.gc.ca

2017: 8.5, 13.6
2021: 9.8, 14.9
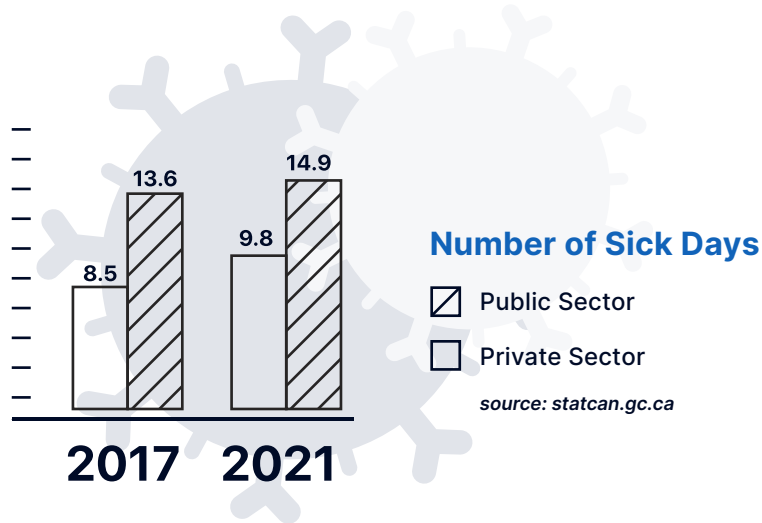
Contactless check-in kiosks also help reduce the spread of germs. Guests and staff alike can avoid touching common surfaces where bacteria and viruses thrive.

Additional features like FeverCheck conduct body temperature scanning right from the kiosk, protecting your building from health risks. Vaccine passport validation and screening questions integrations add further workplace safety precautions.

Key Features of Visitor Management Solutions and Their Purpose in the Workplace

The best Visitor Management software is tailored to your business's unique requirements. Even with customization, there are universal features from which all Visitor Management tools benefit.

Host Notifications

Visitor check-in kiosks maximize the flow of meetings and tours in the workplace. When the guest signs in, their host receives an immediate notification that the guest has arrived. No more waiting, no unnecessary steps, and all involved parties are in the loop.

Each employee can even choose how they prefer to receive notifications. Workplace dashboards should support the most in-demand integrations, including communication tools like Slack, email, and SMS. I using modern mobile technology, the system can even take a picture of the visitor, so the host knows whom to greet.

60.8%
of employees say they ignore emails at work.

43.9%
said sending a text is the best way to reach them.

source: slicktext.com

Badge Printing

Printing visitor badges on-site makes it easy to identify visitors in your building. Create unique identifiers for different visitor types, including color-coded badges to distinguish between guests, staff, and VIPs at-a-glance.

With customizable text and QR codes, badges accurately record the time someone receives their badge, the purpose of their visit, and points of access. Visitor badges can even include the guest's picture.

You can send pre-registration invites to anyone with a smartphone for fast, touchless visitor access. Pre-registered guests can fill out any information or sign documents prior to arrival to simply scan their phones and print their passes on arrival.

Online Pre-Registration

Pre-registration can save visitors from waiting around unnecessarily — something everyone will appreciate, leaving a lasting impression on visitors.

Your system also has more time to verify visitor information and notify relevant employees by getting the visitor registration data earlier.

Touchless sign-in options allow visitors to begin check-ins before reaching the site. Upon their arrival, they scan a QR code so the system can confirm their sign-in information and documentation.

Digital Visitor Logs

Digital visitor logs automatically collect, store, and organize critical data. Verify visitor information and track entries and exits easily, instead of relying on individuals to remember to sign out. Not to mention, never having to waste time straining to decipher sloppy handwriting.

Storing visitor logs on cloud-based databases
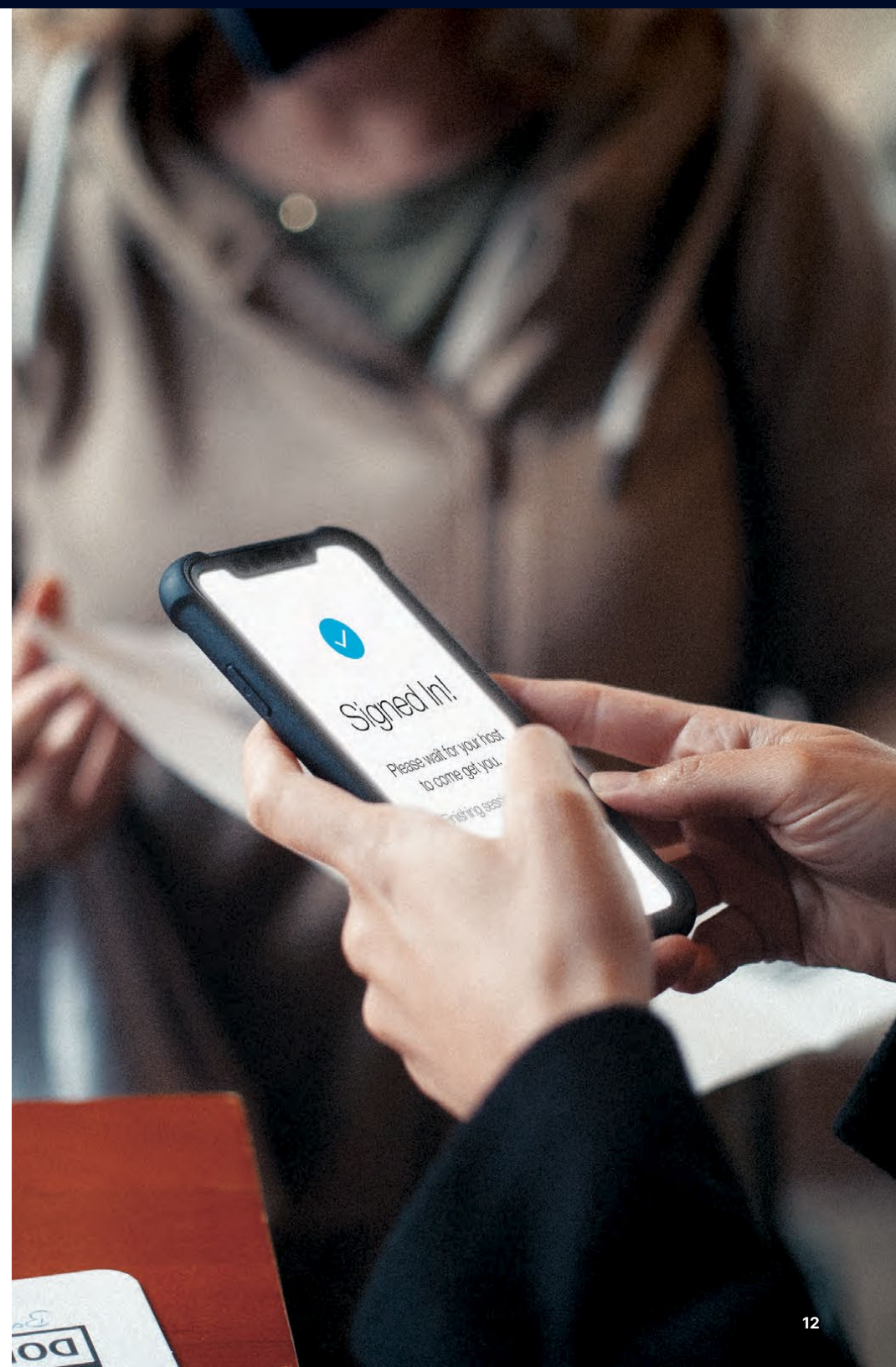
makes it easy to look up critical information. It's an especially valuable solution in an emergency or to create on-demand reports for audits.

Increased documentation requests mean Research Foundation more time and expense for audit completion. Tackle this challenge with on-demand audit reports from digital logs.

$9.8M
Spent by public companies on audits.

$139K
Average per-audit fee for private companies.

Source: 2018 Survey by the Financial Education & Research Foundation

Security Checks

A sound Visitor Management System is also a security check that can screen and monitor everyone in your building and monitor activity. It also supports easy access control even for multiple sites or entrances, using a remote dashboard.

These are 4 primary reasons why a robust Visitor Management System improves security:

| Identity Verification	Watchlist Screening
Visitor Verification	Access Controls

Workplace Trend Reports

By automatically logging and storing all visitor data, Visitor Management Systems guide business intelligence, giving you reports on workplace trends.

For instance, employee arrival and departure times could inform work hour adjustments to more effectively match your employees' schedules.

Visitor tracking software also allows you to envision what parts of your building need updates. For example, if most of your visitors are delivery people or vendors, you likely don't need to renovate your lobby. On the other hand, if most visitors are clients or job candidates, renovations could give them a better first impression.
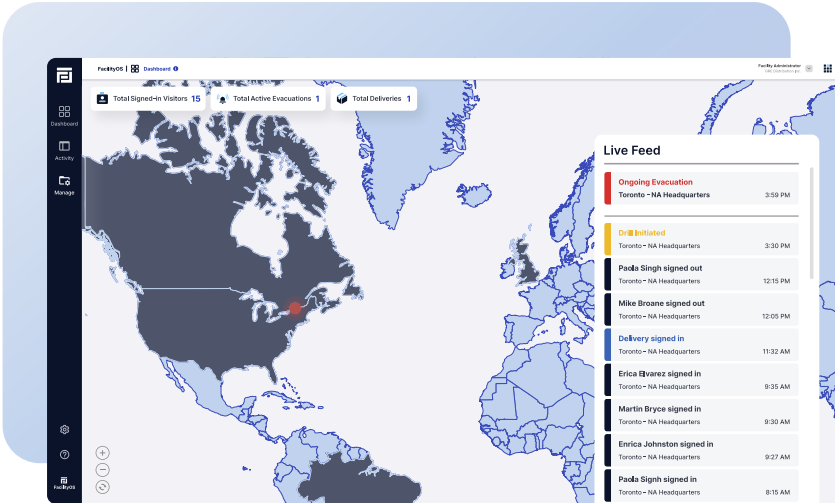
About FacilityOS

A facility, asset and visitor management platform that delivers innovative solutions that simplify complex processes.

Applying smart technology and powerful insights, FacilityOS gives organizations greater control of their facilities, employees, and visitors for safe and efficient workplaces.

FacilityOS

Millions
of Users Across

50+
Countries

&

25+
Industries

We are committed to putting our clients first

☰ FacilityOS

Contact us at
info@facilityos.com

Jane Smith
ABC Company
›

Non-Disclosure Agreement

☑ Accept Terms

Busiest Hosts (Last 90 days)
☐ (Host)
☐ (Receptionist)
☐ (Site Admin)
☐ (Account Admin)

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