HID®

Why Secure Visitor Management

Improve Security and Enhance Your Image

In many organizations, visitors and contractors are still being asked to sign a paper visitor log upon check in. While this method of keeping track of visitors is perceived as quick and easy, it provides very little security and poses a number of problems:

- More often than not, the names are not legible or are false

- In an emergency such as a fire, it would be impossible to quickly determine who is still in the building because the names can't be read and the check out times are not always required or enforced

- Information regarding who has visited the company is readily available for everyone to see, when this information should be kept confidential

- The paper log, and hand-written visitor badges, presents a poor image to visitors and a perception of lax security

To address these issues, both large and small organizations are implementing HID Global's EasyLobby® Secure Visitor Management (SVM™) software. The visitor system reside on a Windows® computer, typically at the reception desk and automates the entire process from registering a visitor within the visitor system to using badge software to create and print badges.

EasyLobby SVM badging software is easy to install, learn and use. With EasyLobby, visitor management is fast and easy utilizing 20 seconds or less to process and badge each visitor, contractor, etc.

The following steps are used in the badging process:

Scan the ID – Place the visitor's credential such as a driver's license, business card, passport, government or military ID onto the scanner. All information, including their photo, is automatically captured to the EasyLobby SVM visitor system form on the visitor form screen.

Capture other information as needed – If the visitor does not have a license to scan, capture a signature or take a photo using the SVM software and enter any other information such as the category of visitor, name of the person being visited, and reason for the visit all presented as drop down lists to choose from.

Print a customized visitor badge – Using the visitor software, when you click the 'Print Badge' button, EasyLobby SVM's printing management system adds a time and date stamp to the visitor record for the check-in time and prints the badge that you specified for that visitor category. Visitor badges can look different from contractor badges, etc. The EasyLobby SVM software includes over 300 badge templates to choose from, as well as a custom badge designer to customize the look and features of the badge. You can print badges on a black and white thermal printer, print full color badges on a color inkjet printer or print hard cards. EasyLobby SVM supports any Windows® printer. In addition, you can use self-expiring badge stock which bleeds through as a red stop sign after 12 hours to show the badge has expired.

Access and Analyze – The EasyLobby SVM visitor system database can be used to look up and sort visitors and visits by a variety of criteria using the report wizard to generate customized reports in seconds and store and disseminate report data instantly.

Any number of EasyLobby SVM stations can be stationed in different locations and all share a central database over the network for monitoring and reporting. EasyLobby is also tightly integrated with over 40 of the most popular access control systems. This integration allows you to grant any visitor or contractor temporary card access directly from the visitor station to further enhance the facility's security.

Also, EasyLobby supports the printing and scanning of a barcode on the badge for quick check-out.

Security should be a top priority for any organization that welcomes visitors to its facilities, regardless of size. In addition to keeping better track of who is in the facility and the reason for their visit, companies can also present a more security-conscious and professional image to all of their visitors, contractors, partners and prospective employees. With EasyLobby visitor systems, guests feel like they are in a professionally managed and more secure facility.

Screen Against Unwanted Visitors

How do you use visitor management to protect your environment against individuals that you do not want inside your facilities?

A helpful function of EasyLobby SVM is the use of security alerts and watch lists to highlight specific visitors that you do not want in your building.

Creating a watch list is an important feature to incorporate in your standard security procedures and visitor management software allows you to do so easily.

Watch lists can alert you about the arrival of someone you do not want in your facility within seconds of guest sign-in. Individuals on your watch list might include disgruntled former employees, competitors, or an unscrupulous contractor or malicious person.

In addition to screening against unwanted guests, the watch lists can serve as a monitoring tool for such guests as VIPs, the Board of Directors, an investor or a strategic partner that you may want to highlight and give preferential treatment. Watch lists allow you to pay particular attention to these individuals and treat them in a certain way, such as denying entry to unwanted individuals or giving preferential treatment to those who are important to your organization.

As a further step, organizations can also use external watch list services to screen against individuals on each state's sex offender database or the Government Denied Parties database. Schools and government facilities often use either of these services with EasyLobby SVM to screen guests prior to allowing them entry.

Ease-of-Use

An important aspect of EasyLobby SVM software is the ease of operating it. Complexity is minimized in many ways. One way is the ability to assign log-in levels based on the function of the user. For example, you can sign in as a site administrator, which gives you access to all the features and functions of the system. If desired, your lobby staff can be assigned an "operator" log-in, which limits what they are able to perform and also simplifies choices.

As the administrator, you can 'hide' many of the screens and menu options that the operator doesn't need so that the lobby attendants only see the primary screens that they would use to check-in and check-out a visitor.

The administrator can decide the look and style of visitor badges for each category of visitor. When a visitor checks in, the design of the badge will have already been established.

Also, numerous visitor fields in EasyLobby SVM contain drop-down menu items which make it fast and easy to check-in a visitor. With the addition of various training options, the EasyLobby system is easy to install and easy to operate.

Benefits of EasyLobby SVM

HID Global's EasyLobby SVM has helped thousands of organizations across every type of industry discover the many benefits of replacing an outdated paper log.

These benefits include:

- Securing the workplace more robustly
- Streamlining the visitor check-in process
- Capturing detailed visitor information more accurately and automatically
- Easily performing analysis and reporting on visitor data across multiple locations
- Keeping visitor and company information confidential
- Providing high quality, professional looking badges to visitors and employees
- Tight integration with existing access control system to further improve security

Deployment Guidelines

HID Global's EasyLobby® Secure Visitor Management (SVM™) Software Portfolio:

EasyLobby SVM is the main application for processing visitors – ID scanning, record creation, badge printing, check-in and check-out, etc. Customers must purchase a single copy of EasyLobby SVM for every workstation (either Windows® 200 or XP) where they wish to create new visitor records, print badges and capture visitor information.

The EasyLobby SVM database (MSDE, SQL, Server or Oracle) can reside on any computer on the network, although a server is recommended. Any number of EasyLobby SVM workstations can share a central database. Note: EasyLobby SVM is not installed on the server; only EasyLobby SVM database goes on a server.

Satellite Software:

HID Global's EasyLobby® Secure Visitor Management (SVM™) Satellite is used to control and monitor entry and exit at one or more internal locations or "check points" for visitors who have already been badged at a SVM workstation at the main lobby, visitor center or guard gate.

Upon arrival at a Satellite station, the visitor's badge is scanned and the Satellite station will display the visitor's photo, name and clearance level while informing the operator whether to allow or deny the visitor entry into that area. The clearance level is assigned to each visitor when they are badged by the EasyLobby SVM software. Satellite time stamps the visitor's entry and exit at that station via barcode scan, proximity card or magnetic stripe read.

Customers must purchase a copy of Satellite for each location where internal control and monitoring are desired.

Satellite does not have the ability to create new visitor records, to modify existing records or to print badges; it is a supplement to the SVM security architecture, not a substitute for SVM.

Administrator Software:

Administrator is an enterprise-class, central administration utility for EasyLobby Secure Visitor Management software. It provides the user with administration, monitoring and reporting functionality against the SVM database. Administrator is a separate application from SVM, and can be installed on any workstation that has network access to the SVM database.

With each copy of EasyLobby Secure Visitor Management software purchased, a free copy of Administrator is included.

eAdvance Visitor Pre-Registration Software

As part of HID Global's EasyLobby® Secure Visitor Management software portfolio, the eAdvance™ solution is a web-based application that enables authorized employees or tenants to quickly and easily pre-register visitors online, before the guest arrives. Using an organization's internal intranet or Internet, any or all employees can be granted access to use eAdvance with no training required.

eAdvance is sold as an enterprise license – customers only need a single copy regardless of how many EasyLobby SVM stations they deploy or how many employees they have.

eAdvance is installed on a web server running Microsoft® IIS. For customers who do not have their own web server, EasyLobby provides a hosting service for an annual fee.

Access Control Integration:

This component allows the customer to grant proximity card or barcode access to certain visitors directly from the EasyLobby SVM interface. This software is sold as a server license and customers typically only need a single copy regardless of the number of SVM stations deployed on a single server access control system. Note: If all visitors are escorted by an employee, the customer does not need this component.

Discover more about the many benefits of using HID Global's EasyLobby Secure Visitor Management solutions by viewing a custom web demo. Contact your local HID Global sales representative at sales@easylobby.com or by calling 781-455-8558.

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