



# Embracing Change and Supporting the Covid-19 Return-to-Work Transition With WorkforceID Visitor Manager

The impact of Covid-19 has acted as a catalyst for change in organizations across the world. With businesses being forced to adjust their operations on multiple levels, many have taken the opportunity to initiate further and more permanent changes to the way things are done. Perhaps this could bring about a much-needed culture change, an increase to technology budgets, less resistance to compliance requirements and more streamlined operations.

Due to the procedural challenges that Covid-19 presented, businesses in particular were forced to reflect on their operational processes — including visitor management and how to handle the idea of visitors amidst a pandemic. Now, businesses must consider how they can safely welcome back visitors as normal and reflect on their former processes to make permanent improvements. For this reason, reconsidering a visitor management solution can initiate much-needed change and pioneer better workplace efficiencies which are here to stay.

## CHALLENGES

### A FRONT LOBBY MARKED BY CHAOS, CLUTTER

Our client is a medium-sized US financial institution that faced difficulties in their visitor management operations. Prior to visitor management deployment, they did not have a comprehensive and dedicated visitor solution and instead relied on pen and paper logbooks for desk sign-in as well as pre-loaded access control cards for physical entry. These processes were inefficient, not secure and far from impressive to visitors. As a result, the organization had poor data collection and was routinely over-issuing access to their premises. These challenges and risks were exacerbated by the inconveniences that the pandemic presented to the organization.

### PERSISTING PRE-COVID VISITOR CHALLENGES

Around half of visits to the company's premises were on a walk-in basis, which caused long wait times for check-in and other necessary steps that needed to be completed before the visitor was granted access to the building. Due to this, there was a requirement that four staff members had to work in the lobby, where they balanced admin duties while assisting visitors. In general, there was a culture of limited pre-planning when it came to visitors and thus no ownership was delegated to the employees who were hosting these visitors — causing extra difficulties for front lobby staff. Because of a lack of focus on improvement for visitor management, the business relied on home-grown processes where staff became stuck in the status quo of how things had historically been done — with little time or business input for improvements.

There was no cohesion between technologies such as badging systems, physical access control systems (PACS), emails and notifications. This meant that in order to ensure visitors could only access the areas they need, the front desk defaulted to handing out all-access badges, which created a security risk. In general, management saw the benefits of an enhanced visitor strategy and understood the duty of implementing a cost-efficient solution that provided high user adoption throughout the organization, while limiting the security risk. There was also the need for management to know that new solutions would work together and would address the lack of cohesion between the existing disparate systems. Therefore, deploying a unified, totally new solution with the initial view to support the Covid-19 workplace changes, was thought to be a strong initiative that would gain support from higher management.

### CHALLENGES THROUGHOUT THE PANDEMIC AND DEALING WITH VISITORS POST-COVID

The pandemic exposed the obvious issue when it came to managing building capacity in accordance with government restrictions. The ad-hoc visitor registration and preparations processes could no longer suffice in a time of capacity control. Second, came the question of how the organization could effectively health screen visitors before they entered the premises, by asking health related questions without sending numerous emails. With reduced staff, smoothly running the front lobby and ensuring that all visitors were correctly pre-registered before entrance was expected to be a struggle. There was also a demand for better insight into the actions of visitors within the buildings so that the organization could accurately create reports and monitor contact tracing.



## SOLUTION

Needless to say, the pandemic highlighted these prior, unresolved issues and the organization sought to implement a formal return to work transition that would solve them. After conducting market research and follow-up discussions, it was concluded that HID's cloud-based visitor management application, WorkforceID Visitor Manager, was the best fit. The solution allows staff to complete visitor management related tasks from anywhere and unites all workflows into an intuitive user portal.

### KEY ELEMENTS OF WORKFORCEID VISITOR MANAGER UTILIZED BY THE ORGANIZATION

#### 1. Extensive Pre-registration Capabilities

WorkforceID Visitor Manager's ability to efficiently pre-register visitors ahead of time was transformative for the organization. Staff can now send visitors a formal invite ahead of their visit in addition to relevant information, such as what to bring (e.g., a mask, or a driver's license), what to expect in the building (e.g., the two-meter rule, other precautions in place or parking information) or guidelines (e.g., a request not to attend a visit if the visitor has certain symptoms). Integration with Microsoft Outlook makes it easy for employees to pre-register their visitors and automate the data collection process so that upcoming visitor details are instantly populated in the WorkforceID Visitor Manager portal.

#### 2. Professional, Self-Service Check-Ins With Health Screening

The self-service portal provided by WorkforceID Visitor Manager enables visitors to have individual, contact-free check-in experiences on kiosks in the front lobby. Included in the check-in form is the option for condition-based health screening questions as well as other security policies or acknowledgements. When this has been completed by the visitor, WorkforceID Visitor Manager instantly notifies the relevant host by email or SMS alert. Alternatively, the solution offers integration with PACS which allows front desk staff to print and issue a visitor's badge with access restricted to required zones.

#### 3. Intelligent Reporting

WorkforceID Visitor Manager captures detailed real-time reporting, meaning that staff can gain instant access to reports as events happen. They can also choose to receive automated visitor reports at the end of the day, for an audit, or run them on an ad-hoc basis. The intuitive user interface means that information can be easily found based on visitor details, visit time, data and building areas — giving a holistic insight into all visitor activities across the premises. Moreover, such extensive reporting capabilities give the organization the peace of mind that if there is a Covid-19 outbreak, or any future emergency, they can trace visitors' movements and notify others who encountered them by identifying their meeting location, tracing their QR code or credential usage to open specific doors.



## RESULTS

### A FRONT LOBBY FREE OF QUEUES, COMMOTION AND UNPREDICTABLE SCENARIOS

Since deployment of WorkforceID Visitor Manager, all visitors are pre-registered with a formal invite that has dramatically increased both visitor and employee preparation levels. In addition, there is visibility over who is due to enter the building at any given time. Now, the front lobby is free of queues, commotion and unpredictable scenarios.

A new and streamlined self-check-in process means that little interaction with receptionists is needed (unless extra steps, such as ID verification, are required), working to minimize physical contact and create a safe front lobby that can adapt to changing situations on the fly. Visitor information is stored efficiently and automatically so that data can be accessed at any time. The significant decrease in paperwork and manual processes for front lobby staff, in addition to leveraging self-check in for visitors means that they are not held back by unprepared visitors and have better flexibility to delegate tasks elsewhere and focus on other priorities.

Due to integration with the organization's PACS, visitor access can now be granted for specific areas within the premises, enabling staff to keep control over building capacities. This also means that visitors enjoy a modern, professional experience by gaining access to their meeting areas using a QR code on their own mobile device.

## OVERVIEW OF BENEFITS

- **Organization-wide culture of pre-registration and host preparation:** Thanks to easy pre-registration processes, hosts now hold responsibility for registering their upcoming visits and are consistent and accurate in doing so
- **Dramatic reduction of visitor check-in time and a transformed check-in experience:** Seconds rather than minutes
- **Professional, smooth lobby experience:** No more unprepared visitors or employees, queues and overwhelmed receptionists
- **Control over visitor access areas:** Thanks to integration with PACS, visitor access can be controlled and restricted to certain zones which eliminates risk of too many people in one area, or unauthorized access in restricted areas
- **Complete visibility and insight into past, real-time and future visits:** Detailed visitor reporting and data capture increases security and safety

This company took the pandemic as an opportunity to invest in and transform their visitor management operations. They now enjoy an innovative, future-proofed solution with continuous and automatic updates.

[Discover](#) how a visitor management solution can improve your organization's operational efficiencies.



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