SAFE
SOFTWARE SUITE

Quantum Secure and High Tech

ABOUT OUR CLIENT

Our client is a major U.S. technology company who was building a new flagship corporate headquarters and wanted to deliver a seamless experience to the visitors coming to this new facility.

VISION AND REQUIREMENTS

Our client was looking for a visitor management solution that gave them the flexibility to modify their workflows since they require multiple workflows for different types of visits and visitors. Another critical requirement for their visitor management solution was that the selected vendor must have experience with large customers as the organization was expecting the solution to handle over 1,000 visitors a day.

EVALUATION PROCESS

Our client considered three options for their visitor management solution:

> Standard SaaS-based, modern, sleek visitor management products

> A visitor management solution built on a PIAM platform

> Build a visitor management solution themselves

As flexibility and scalability were the two critical factors in the decision-making process, they eliminated standard SaaS-based off-the-shelf products which are mostly meant for single lobby environments.

They eventually decided to select the visitor management capabilities of an off-the-shelf PIAM-based solution which helped them control their costs and also gave them the option to extend functionality to the full PIAM suite in the future. Furthermore, the PIAM platform already contained expert knowledge and the ability to manage different identity types, which would be difficult for them to do with a custom-built solution.

THE QUANTUM SECURE SAFE SOLUTION

After determining they wanted a PIAM-based visitor management solution, our customer selected Quantum Secure's SAFE Visitor Manager. In addition to the visitor management solution, Quantum Secure offered the company shipping and loading dock management capability, allowing them to schedule deliveries, centralize shipping and receiving functions, and schedule shipments in addition to visitors.

Interfaces and Apps

To meet our client's needs, Quantum Secure provided the following integrations with SAFE Visitor Manager:

> Single sign-on (SSO): We provided integration with the company's home-grown DS-Auth Platform

> Lenel integration: We built integration with Lenel to query Person & Status based on the badge scan

Additionally, usability and quality was extremely important to our client. Some key features that were introduced to meet these standards are:

> Responsive emails (down to 1 pixel perfection)

> Introduced bulk printing for a smoother group check-in experience

> Introduced PDF printing for higher quality badges

> Introduced ability to save the visitor invite in Apple Wallet

> Allowed Host/Escort to scan their badge at kiosk for confirmation visitor was received

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Hosting a visit in SAFE Visitor Manager

DEPLOYMENT PROCESS

The set up and installation of the solution moved quickly and the organization was up and running with SAFE Visitor Manager within days.

However, because the company wanted to create a unique and welcoming visitor experience, the Quantum Secure deployment team worked very closely with them for several weeks after implementation to evaluate each and every aspect of the visitor experience and configure the product accordingly.

USABILITY FEEDBACK

Once SAFE Visitor Manager went live, the company conducted a series of surveys to collect usability feedback from their visitors, hosts and reception managers.
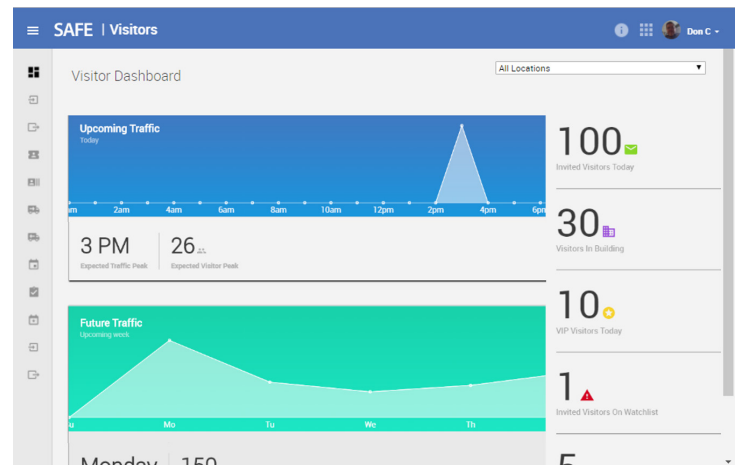
One example of the type of feedback collected was related to the notification a host receives once their visitor has checked in on campus. The hosts didn't want to manually configure the email or text notifications, instead they wanted the system to utilize the visit details in the system to send them the required notifications. This feedback was quickly implemented, receiving high user experience ratings from hosts.

The company's reception managers were also excited by the visitor management solution. With SAFE Visitor Manager's dashboard the reception managers were now able to easily see the expected traffic for any day and therefore plan for busy days in advance.

And finally, the company's visitors also provided positive feedback for the visitor management solution. With SAFE Visitor Manager's automatic notifications they felt welcome from the moment they arrived on campus with the system providing notifications from arrival instructions, notification of check-in process completion and informing them that the host was notified of their arrival.

THE ROAD AHEAD

After their positive experience with SAFE Visitor Manager, our client is looking to add additional functionality to their solution. They are looking to add event management functionality for the numerous corporate events they hold on campus. They are also looking to add workflows for handling tourist groups who may visit the campus in order to provide them with a better visit experience.

SAFE Visitor Manager Dashboard

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