



Modernizing Organizations with HID Visitor Manager

THE PROBLEM

A FRONT LOBBY MARKED BY CHAOS AND CLUTTER

Organizations of all sizes are struggling to find a comprehensive solution dedicated to handling visitors; instead, they rely on pen and paper logbooks for sign-ins as well as pre-loaded access control cards for physical entry. These processes are inefficient and pose a security risk.

Manual processes break down in dynamic and modern work environments. To keep up with government regulations, local health mandates that entered our lives in 2020 and other factors, organizations have started to seek expert advice.

PERSISTENT VISITOR MANAGEMENT CHALLENGES

Without access to data, one customer estimated around 50% of on-site visits were walk-ins. Regardless of a visit being a walk-in or planned, company protocol required every guest to complete a series of steps with a reception officer, including providing a driver's license, reason for visit, answering screening questions and finally, signing an NDA. This inefficient procedure resulted in long wait times and a standing queue in its lobbies. This was inconvenient for visitors and a headache for reception staff. The constant surprises and stress from scenarios like this made it difficult to retain employees and are abysmal for the visitor's experience. Businesses often rely on homegrown processes where staff became stuck in the status quo of how things had historically been done — with little time to focus on implementing innovations that could drastically improve the situation.

With manual visitor management processes, there is little to no communication between technologies such as badging systems, physical access control systems (PACS), or business applications for emails and notifications. This means that to ensure visitors can access the area they need, the front desks default to handing out all-access badges, creating major security risks.

2020 BROUGHT MORE PRESSURES

The COVID pandemic exposed issues when it came to managing building capacity in accordance with government regulations. The ad-hoc visitor registration processes could no longer suffice in a time of rapidly changing health mandates. Then came the question of how organizations could effectively gather necessary information before visitors entered the premises, such as asking health-related questions. There was also a demand for better insight into the actions of visitors within the buildings to be able to accurately create reports and monitor contact tracing. In a post-pandemic world, for some, contact tracing and health screenings are no longer a top priority but issuing appropriate access, providing a positive guest experience and operating efficiently remain critical.

SUMMARY OF CHALLENGES

While many organizations have different business models and environments, based on HID's thirty years of visitor management experience, there are often persistent and pervasive core challenges when it comes to hosting visitors and business guests:

Over-Granting Access

Lacking a system that can communicate with badging systems and physical access control systems, companies often default to handing out all-access badges to visitors. This security gap puts companies subject to risks that could otherwise be avoided.

Long Wait Times

With around half of on-site visits being walk-ins, no visibility into traffic patterns and multiple steps to be completed before a visitor is granted access, long wait times became the norm for every non-full-time employee that comes on site.

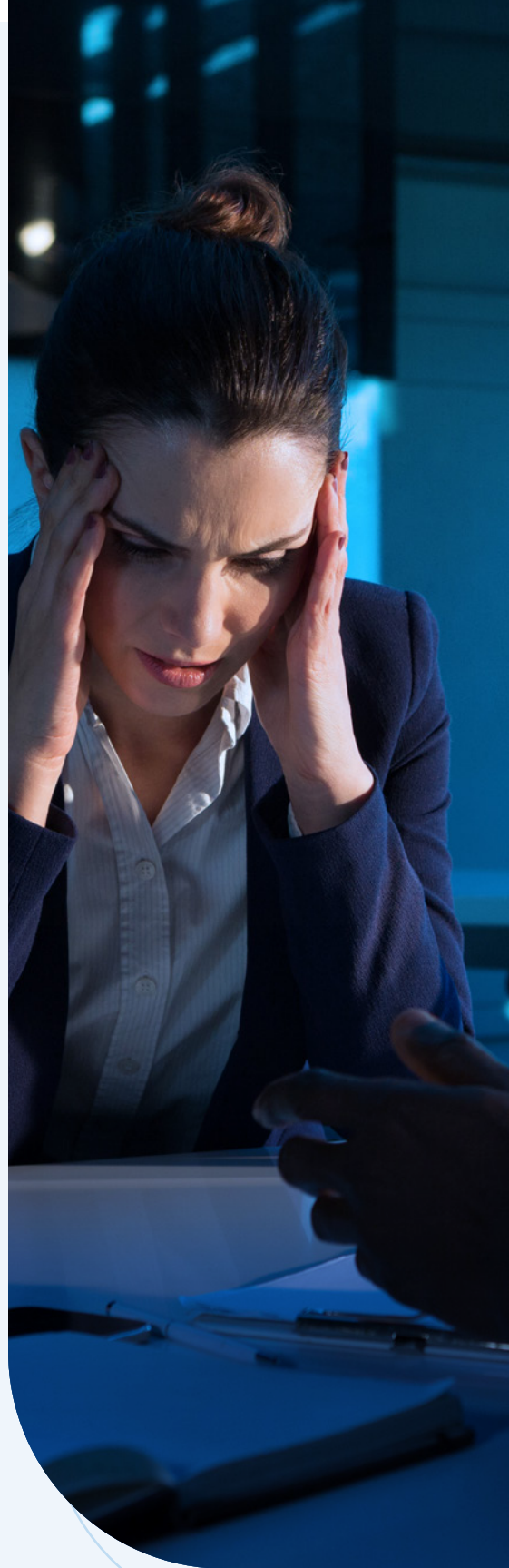
Inability to Account for Identities

In an event where it would be crucial to know who is (or has been) in certain physical areas, the company had no accurate way of doing so (incident response, emergencies and contact tracing).

SOLUTION

While the pandemic highlighted these prior, unresolved issues, organizations realized that they were here to stay and when return to work began, they sought to implement permanent solutions.

HID Visitor Manager, the cloud-based solution allows staff to complete visitor management related tasks from anywhere, visitors to provide necessary information in advance and unites all workflows into an intuitive application.



HOW HID VISITOR MANAGER HELPS YOUR ORGANIZATION

- **Efficient, Straightforward Check-Ins:** Pre-registering visitors ahead of time not only cuts wait times, but it also helps ensure staff and visitors are prepared and on the same page. With the visitor self-check in feature, employees can send visitors a formal invite beforehand containing a link that prompts them to provide necessary information. Invites may also include relevant information, such as what to bring specific to that location (i.e., a driver's license), what to expect (i.e., where to park), or guidelines (i.e., will not be admitted entry without an active NDA). When guests know what to expect upon arrival, receptionists can scan an ID or QR code to quickly process check-ins, and hosts are notified via SMS when their guest arrives, everyone is able to avoid the stress, frustration and waste of time that might happen otherwise.
- **Tightening Security to Keep Your People Safe:** The capability to integrate with both internal and external watchlists allows you to tighten security by performing real-time background checks in addition to cross-checking internal watchlists. If a denied party tries to enter your premises, the system will alert staff that can adjudicate.
- **Better Prepared for Emergency Situations:** Emergency management features allow you to be prepared for the unexpected with a new suite of tools for reception staff to effectively manage visitors in the event of an emergency.

SUMMARY

Every business deserves to have frictionless interactions and positive experiences without hindering security — something that can be easily attained by connecting with a visitor management resource that values the trajectory of your streamlined success and protection.

With HID Visitor Manager, employees are able to send formal invites to guests, who are able to provide necessary information while also understanding what to expect when they come on site. Not only does this process increase the preparedness for both visitors and hosts, but it also allows the organization to staff its reception and security teams accordingly.

With a visitor dashboard that is automatically synced with accepted invites, those with access have insight into who is planning to come on site, when, why and what access permissions they should receive. When a no-show occurs, the organization can opt to receive a report at the end of the day so hosts can follow up accordingly.

For the walk-in visitors, they are able to utilize kiosks in the lobby to independently check themselves in with reception staff members ready to assist as needed.

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.

By integrating with the organization's physical access control system, 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.



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