



## Visitor Identity Management.

Welcome to a Smarter Visitor Experience



At the intersection of security and hospitality, our visitor management solutions are crafted to prioritize experience, integrating cutting-edge property technology with a mobile-first approach that revolutionizes how visitors interact with your space.

### Experience First: Seamless Encounters.

Step into a realm where first impressions are redefined. Our visitor management system offers an experience-led approach that blends into your environment, ensuring each interaction is both intuitive and memorable.

### Configurability: Drag, Drop, Done.

Experience the simplicity of our drag-and-drop configuration and one-click operation. Tailor-made to meet the complexities of your business, our low/no code platform allows you to configure and scale it across various hosting environments.

### PropTech Enhanced: Smart Multi-Tenant Solutions.

Innovate with our multi-tenant capabilities, designed for modern, connected workplaces. Our platform not only streamlines operations but also evolves with your property's technological landscape.

### VIM Key Features.

- Experience-centric design
- Deep access control integration
- Realtime policy & governance
- Visitors
- Intercompany travelers
- Contractor management
- Multi-tenant





Alert Enterprise



# An Epic Approach to the Visitor Identity Life Cycle

When compassionate care is the goal, safety must come first - but compliance won't be taking a backseat either. Make them go together when you digitally transform IT and physical access for patients, employees and visitors. We can help you create a smoother, more secure experience for everyone - and you can make it happen with the systems you already have in place.

## Meet Visitor Identity Management (VIM) from Alert Enterprise

### It's certified.

HL7-certified, VIM software integrates with EPIC and automates the entire visitor identity lifecycle, including:

- Pre-registration
- Check in
- On-site experience

### It's safety-first.

Make sure staff, patients and visitors experience the highest level of safety.

- Automate the vetting of visitors against internal and third-party watch lists
- Configure alerts and workflows based on visitor status

## How would VIM blend in at your healthcare facility?

We like to keep it simple. Let's take a tour of how VIM fits into your facility's flow in two steps.

### First, here's what VIM does:



Syncs new patient records once they're created in EPIC via HL7 message



Pulls relevant patient data like name, department, MRN unique identifier, etc.



Creates a visitor profile associated with the appropriate patient



Pushes HL7 messages for discharge and updates within the EPIC HL7 interface

### Second, here's what everyone else does:



Staff issue visitor stickers, technology badges or advanced mobile credentials based on the visitor profile



Visitors can check in and out using their mobile device, lobby workstation software or a self-service kiosk

### What can your organization get out of VIM?

- Greater security for everyone in the building
- More positive, frictionless patient and visitor experience
- Simplified compliance and data protection
- Less burden on clinical, administrative and security staff

# Different Personas and Out-of-the-Box Use Cases



## Host/Supervisor.

- Visitor invitation, pre-registration
- Manage existing visit
- Single/Bulk visit registration
- Outlook meeting
- Contractor onboarding request
- Notification of guest arrivals, check-in, check-out



## Security Administrator.

- Watch list maintenance
- NDA/Email template management
- Workflow approvals
- Badge printing and issuance for Contractors
- Compliance and audit reporting
- Global visitor lobby monitoring
- Maintain office locations (add/remove)



## Visitors.

- Invitation process completion
- Check in with QR code
- Kiosk/Security Guard check-in
- Sign NDAs
- Review safety and security procedures



## Reception/Front Desk.

- Host and Visitor lookup
- Visitor processing – register, check-in/out
- Employee/Visitor temp badge
- NDAs, photo capture
- Print stickers, issue badges
- Checked-in Cardholders/Visitors reporting



## Notifications.

Alert Enterprise VIM automates communications by sending SMS, email, or automated phone calls for visitor and employee check-ins/outs. Upon visitor check-in, their host is instantly notified with the visitor's details through email, SMS, or phone call. Additionally, it can send emergency notifications to specific individuals or to all visitors.

 Google Chat



 slack



## Guest Wi-Fi.

Automatically issue WiFi credentials to:

- Visitors
- Intercompany travelers
- Hybrid employees visiting a workspace



# Platform and Technology Overview



Badging Office operations for technology badge issuance, printing and tracking



Self-Service Kiosks with facial rec, QR code, ID scanning – supported on IOS and Windows



Out-of-the-box integrations with over 250 HR, IT/SSO, Physical Security systems



Admin portal for global/site specific badge template, NDA, notifications, workflow/policy management



Configurable check-in workflow, policy, and experience for each site or region



SOC2 Type2, ISO270001 certified Enterprise Cloud platform with configurable data retention



No Code Platform to manage UI forms, workflow, notifications, badge design, and locations



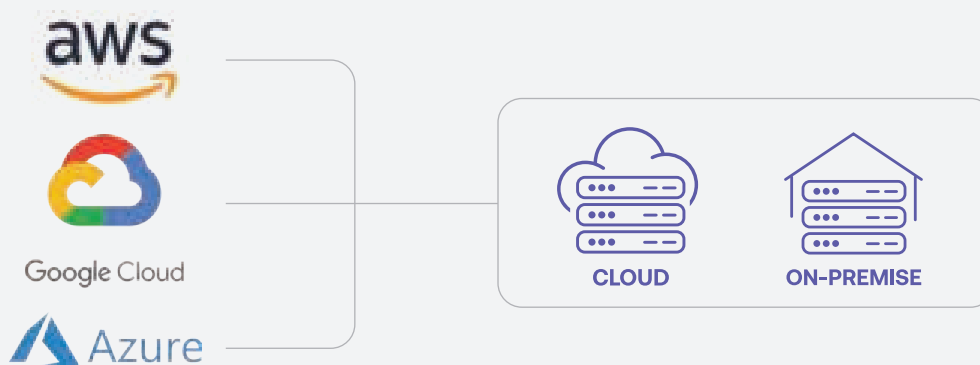
Support for NFC credential, QR/Bar code, or temp badges



Platform agnostic hosting options, available native cloud / SaaS or client hosted in AWS, GCP, Azure or on-premise

## Cloud Hosting Options

No two customers are the same, our platform hosting is agnostic. You can leverage native SaaS with a global SLA 24/7 hosted in the US or the EU, or self-host in your own cloud with all the leading providers or on-premise. Deploy according to your needs and controls.

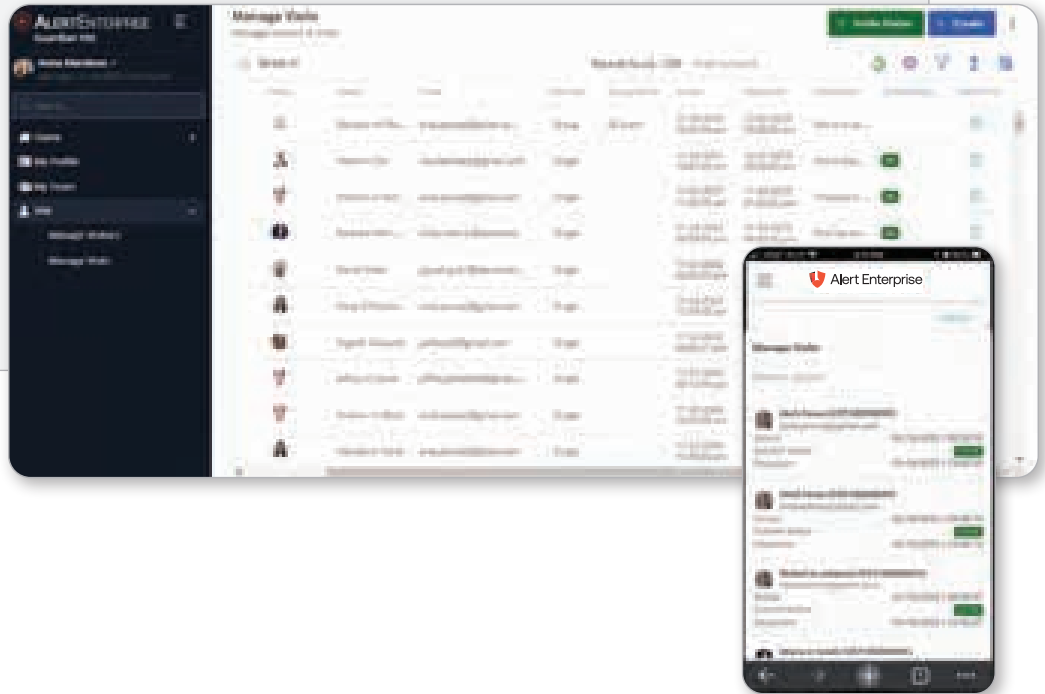


SaaS or not, we've got you covered with a global services team for end-to-end delivery from discovery to GoLive - along with a world class support team that provides a 24/7, 365 SLA globally.

# Exceptional Experience. Simplified Administration.

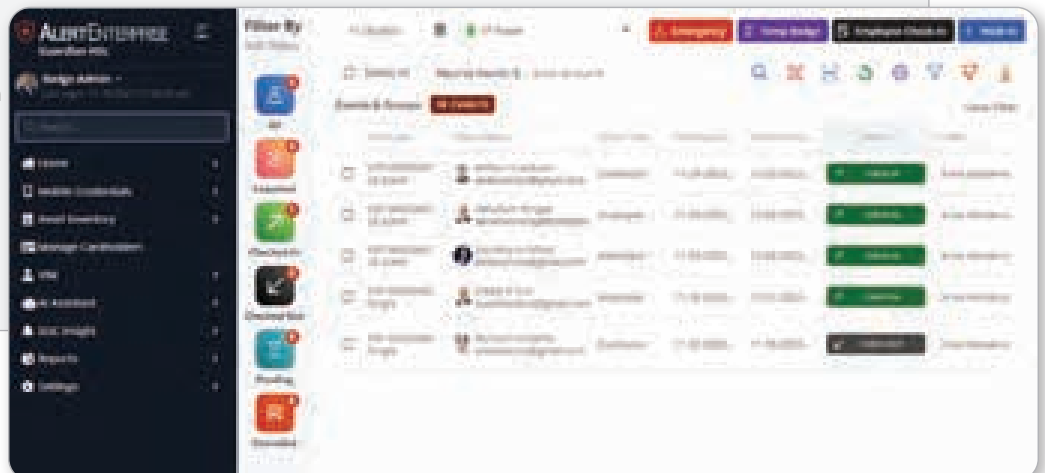
## Host Self-Service Portal.

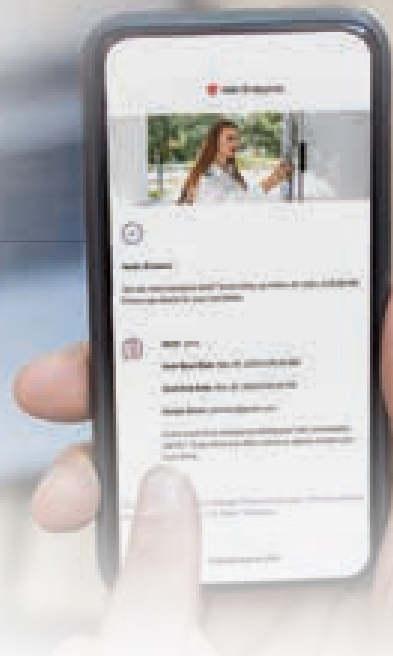
- Pre-register guests – invite or registration
- Manage existing visitors and visits
- Set up other Hosts or Escorts for the visit
- Mobile view for easy management



## Visitor Lobby Dashboard.

- View expected, checked-in/out visitors
- Auto highlight overstayed visitors and notify them
- Emergency notification
- Easy QR code/license scanning for record lookup
- Issue sticker or technology badge





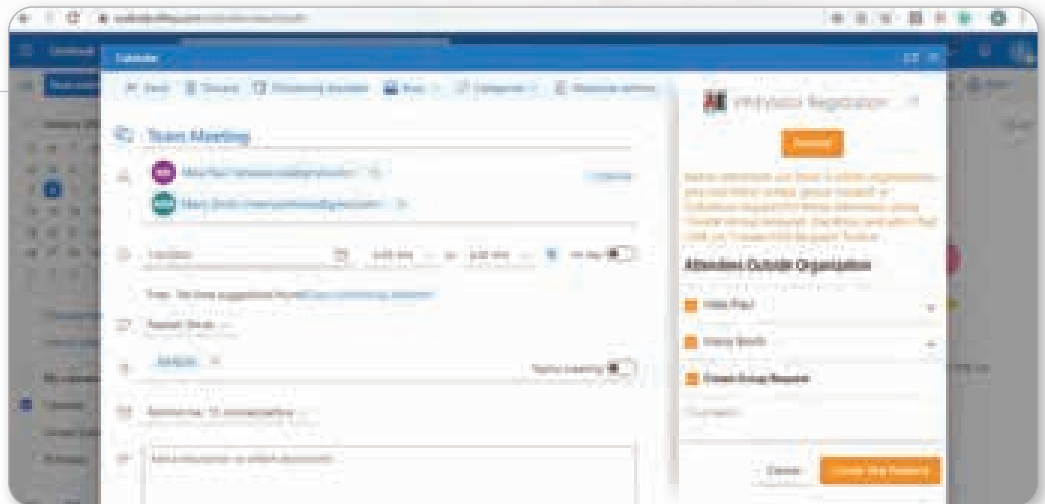
## Visitor Pre-Registration.

- Visitors, Contractors, Temp Workers
- Create, view, manage access
- Grant parking garage/perimeter gate access using QR code
- Dashboard and reporting
- Email integration with Outlook
- Workflow integration with ServiceNow

## Outlook Calendar.



Outlook



## ServiceNow Integration.

servicenow





### Contractor Badge Issuance.

- Badging Office – Outlook style Inbox
- Job-based access
- Photo capture/edit
- Training/Prerequisite check
- Card issuance and printing



### Visitor History Reports & Dashboards.

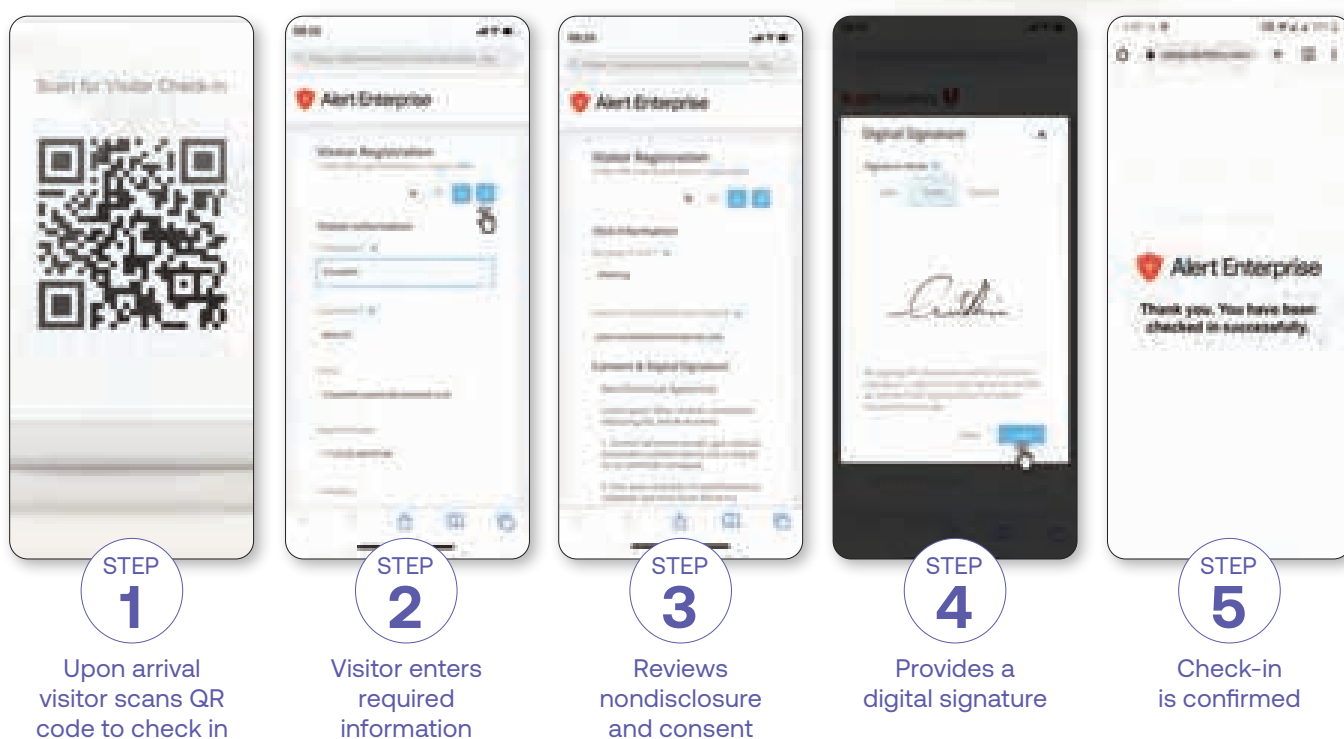
- Visitor check-in/out history by location
- Visitor trends dashboard
- Checked-in visitor information
- Dynamic filters
- Reception and Security teams can issue temporary cards to employees
- Activate emergency notifications to all checked-in visitors



# Kiosk-Free Mobile Visitor Management

## Revolutionizing the Way Businesses Welcome Their Guests.

Say good-bye to long check-in wait times and expensive kiosks. Kiosk-free mobile visitor management reduces capital investment and operational costs, and makes the visitor registration and check-in process easy and efficient.



**Easy. Efficient. Cost-Effective.**

### Cost Efficiencies and Convenience.

- Visitors scan a QR code at the reception desk and complete the registration and check-in process
- Picture capture, NDA signature, all can be done on the phone
- Security/Reception Desk see all the registration/check-in records and print stickers as needed
- Very effective solution for large events with multiple entry doors
- Highly secured and geofenced

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**50%+**

Savings in deployment and operations for visitor management with Virtual Kiosks



# Self Service Kiosk options



Source anywhere in the world with standard off-the-shelf components.  
No proprietary hardware or vendor lock in.



**Wall-Mounted Collar**



**Table-Top Collar**

**Table-Top Podium**



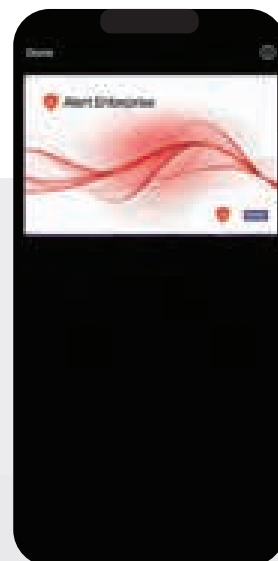
**Floor-Standing Podium**



# Managed Service Desks

Have a staffed reception and want to maintain a face-to-face check-in experience? We have got you covered. Source anywhere in the world with standard off-the-shelf components, no proprietary hardware or vendor lock in.

Flexible options for printing consumables from thermal, pre-printed and self-expiring. Source anywhere in the world directly.



# NFC Wallet Access for Visitors

Want to provide your visitors with a frictionless experience, but with the same level of security and governance you have for your workforce? We've got you covered with the AE Mobile wallet, currently available on the Alert Enterprise app. Coming in early 2024 as a web-based credential without any app required for visitors.

- Corporate places and spaces
- Secure printing
- Logical access
- POS systems
- Electronic lockers
- Vending
- Payment



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# Additional Features

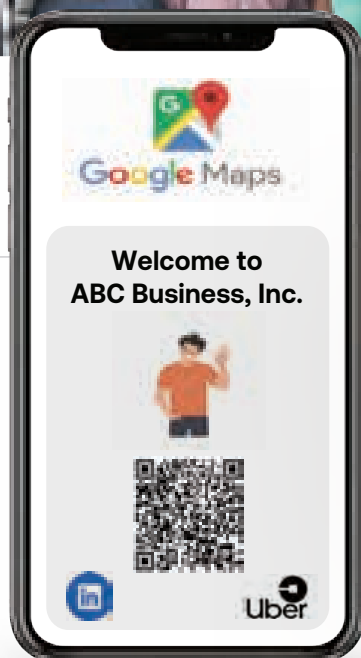
## Multilingual.

Front desk or back office, the entire application is multilingual for your workforce and all guest-facing components to cater to even the largest enterprise. All while providing a friendly local experience that reflects your brand.



## Custom Messaging & Branding.

We've got all the tools you need to ensure your guests arrive safely, have an exceptional experience and see the extension of your brand reach right on their mobile phone!



## Safety, Security and Compliance.

- ID verification
- Enforced escort check-in policies
- NDA management
- Training validation
- Configurable branding and corporate messaging
- Health & Safety policies
- Local watchlist, federal criminal history checks and workflow approvals





# Alert Enterprise

## Physical Access Control Integration.

Visitor Identity Management software is pre-integrated with leading Physical Access Control Systems (PACS), extending the same level of protection for visitors and contractors as internal staff, enforcing request approval before granting access through the enterprise-class workflow engine.

[See the full list of our integrations](#)

### SAMPLE PHYSICAL ACCESS CONTROL SYSTEMS

QVIGILON

@brivo

DND

Genetec

Honeywell

LENEL-S2

nedap

SIEMENS

tyco



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