Alert Enterprise

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

CONTACT US | LEARN MORE

Alert Enterprise | **Epic**

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

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

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

CONTACT US | LEARN MORE

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   Outlook   slack

Guest Wi-Fi.

Automatically issue WiFi credentials to:

- Visitors
- Intercompany travelers
- Hybrid employees visiting a workspace

CISCO   aruba NETWORKS

CONTACT US | LEARN MORE

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 contols.

aws

Google Cloud

Azure

CLOUD

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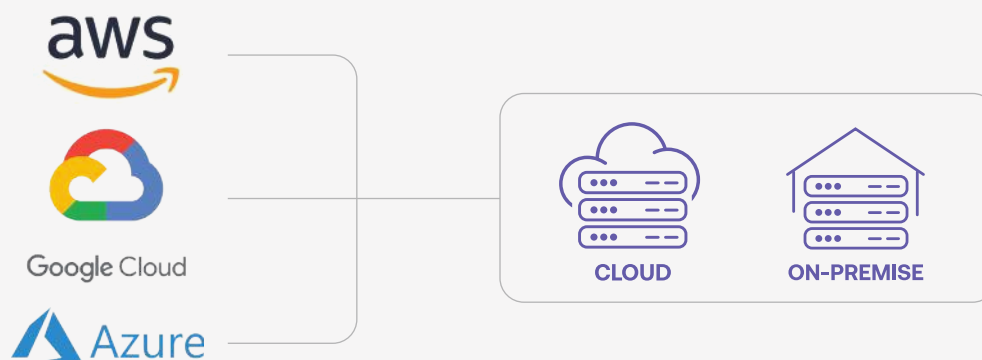
SaaS or not, we've got you covered with a global services team for end-to-end delivery from discovery to GoLive - along with a world class support team that provides a 24/7, 365 SLA globally.

CONTACT US | LEARN MORE

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
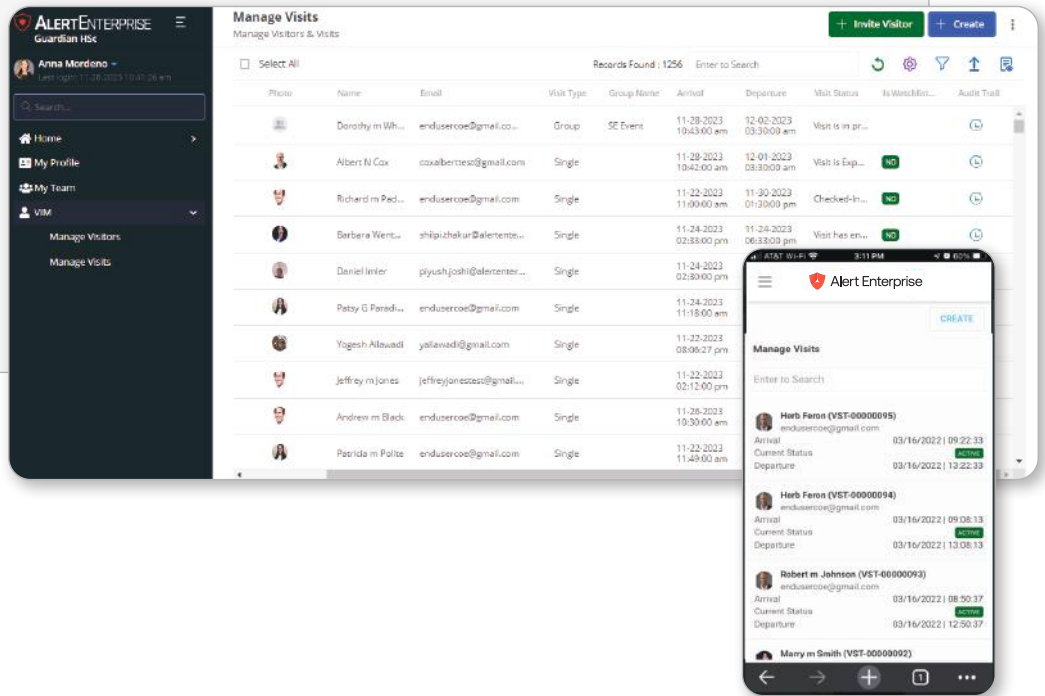

Visitor Lobby Dashboard.

- 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

CONTACT US | LEARN MORE
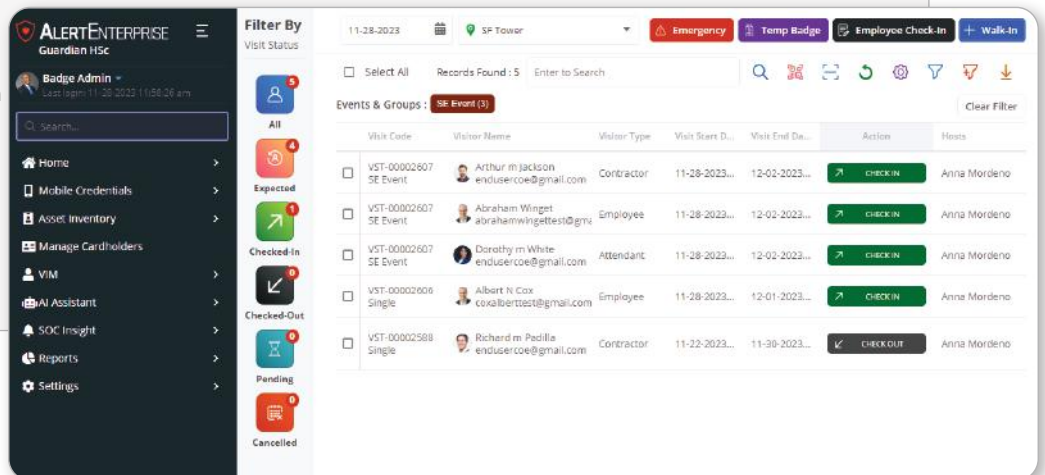
Visitor Pre-Registration.

- 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
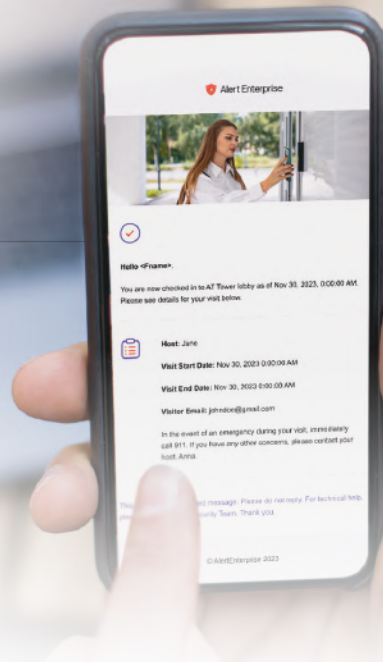
Outlook Calendar.
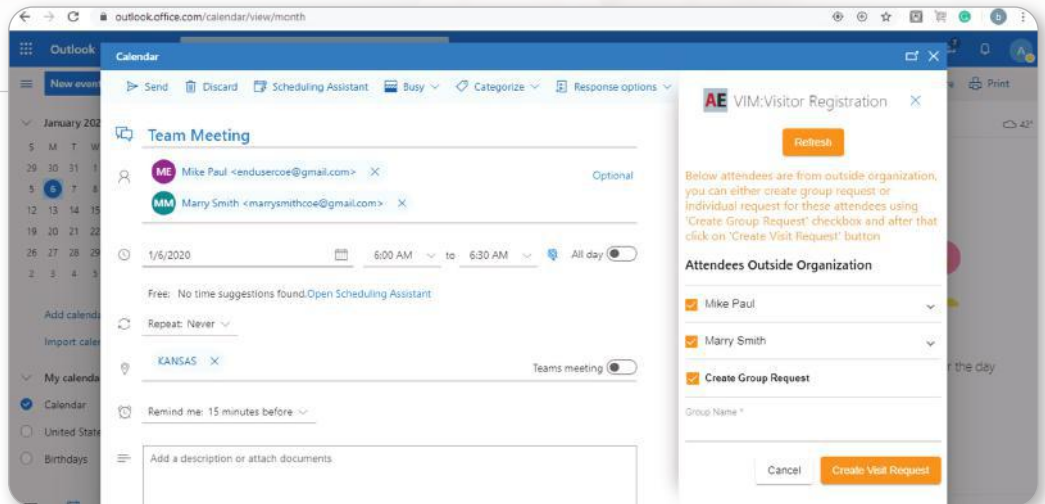
ServiceNow Integration.
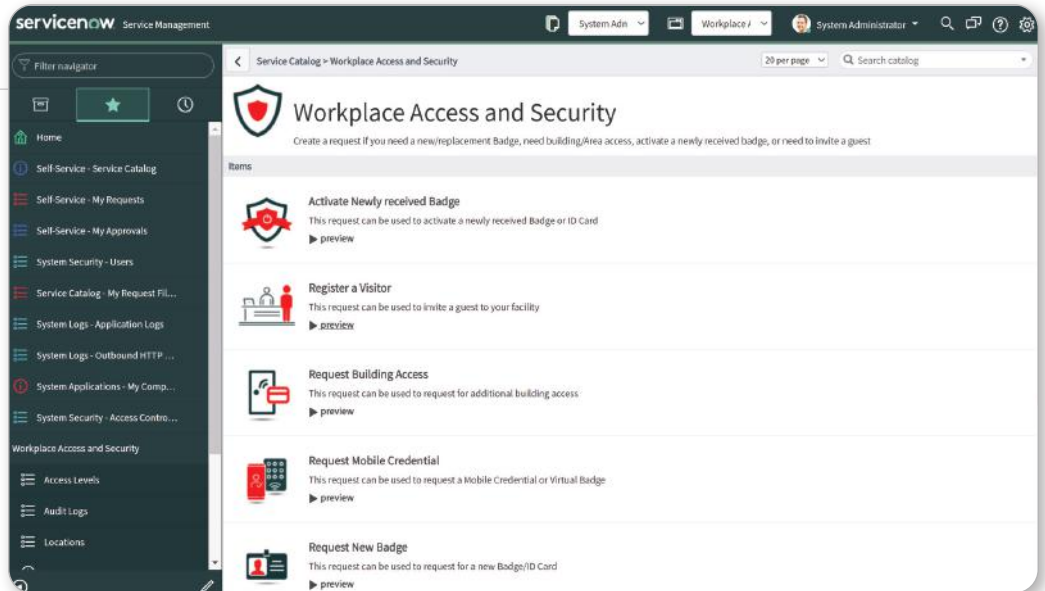
Contractor Badge Issuance.

- 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

CONTACT US | LEARN MORE

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.
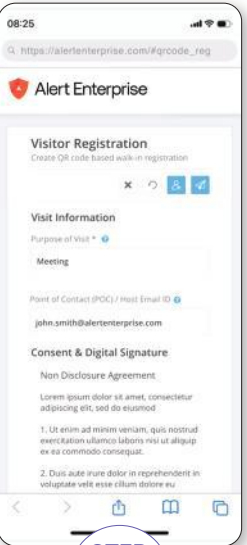
STEP 1
Upon arrival visitor scans QR code to check in

STEP 2
Visitor enters required information

STEP 3
Reviews nondisclosure and consent

STEP 4
Provides a digital signature

STEP 5
Check-in is confirmed

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

50%+

Savings in deployment and operations for visitor management with Virtual Kiosks

CONTACT US | LEARN MORE

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**

CONTACT US | LEARN MORE

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.
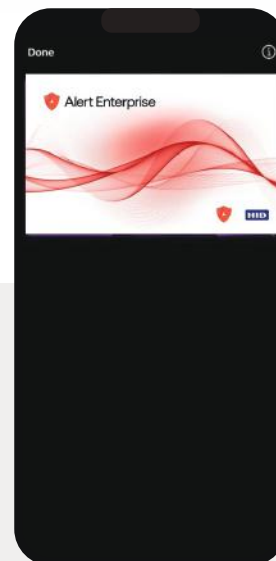
NFC Wallet Access for Visitors

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
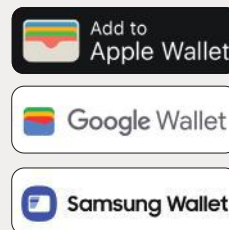
CONTACT US | LEARN MORE

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

CONTACT US | LEARN MORE

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

CONTACT US | LEARN MORE