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SendTech Solutions
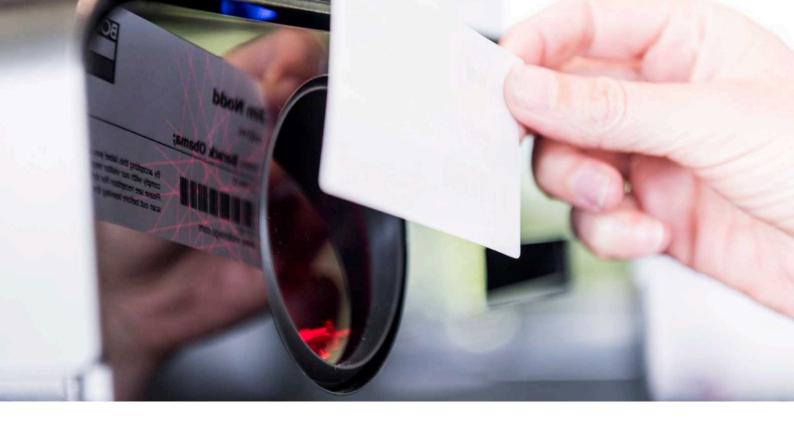Visitor Management Systems

Increase traceability, safety and security at your offices and sites.

Enable quick and simple contact tracing with a digital visitor management solution.

Digital gatekeeper for contact tracing.

Workplace health and safety legislation and the need for effective contact tracing in the COVID-19 era means that organisations need to keep track of all people on their premises. While organisations previously used paper processes to sign visitors in and out, digital visitor management has now become standard practice. Collecting information accurately has become critical. Businesses in industries including healthcare, aged care, education, construction, manufacturing, public sector, hospitality, and any organisation with corporate offices all face an increased need to comply with visitor, contractor, and staff tracking and management.

Businesses also face compliance requirements around tracking contractors, with hefty fines for failing to keep adequate records and verify credentials.

While many organisations may believe their current, manual systems are working well enough, it only takes one incident to highlight the vulnerabilities of a manual system. Simply knowing visitors' names and the companies they work for isn't enough to fulfil your duty of care in an emergency. And, in the event you need to participate in contact tracing, incomplete or illegible visitor details could make it impossible to find everyone.

Having visibility into who is, or has been, on your premises and knowing whether they have presented with infection symptoms such as an elevated temperature, helps you keep your workers, contractors, and visitors safe.

It only takes one incident to highlight the vulnerabilities of a manual system.

An effective digital visitor and contractor management system can deliver benefits in four key areas:

1. Traceability and compliance

In the current pandemic environment, it's key for businesses to be able to track visitors and contractors who have been onsite. Digital visitor management solutions let you create customised questions to collect key health information. You can ask visitors to disclose any recent travel, contact with COVID-19 hotspots, and medical symptoms before letting them enter. This can help you comply with new government guidelines and regulations, particularly during these challenging and constantly changing times.

Digital solutions can also provide easy access to real-time or historical data to help with contact tracing if needed. Effective solutions can provide visibility of who's on a premise at any given time, as well as facilitate more streamlined communications. For example, when visitors arrive, the person they're there to see will receive an SMS or email notification, eliminating the time it takes for receptionists or other admin staff in tracking them down.

2. Efficiency

A digital system lets the visitor use a simple and intuitive touchscreen to add their details and have their photo taken. The identification badge is then printed on the spot, making it a quick self-serve solution.

Some digital systems now offer contactless sign-in to avoid having to touch kiosk screens. Contactless sign in is an online pre-registration for barcode access to a facility so staff members don't need to physically check in visitors or contractors. This reduces the risk of COVID-19 spreading via kiosks and means staff members don't have to continually clean the kiosk screens.

A digital system can provide additional benefits for managing contractors. It can notify managers of contract expiry dates, for example, to ensure that access permissions are up to date and contractors don't get access to a facility they should no longer be visiting.

3. Safety and security

Checking into many businesses requires the visitor to complete a site induction for health and safety reasons. These usually inform the visitor or contractor of any emergency procedures or other rules to be aware of, such as restricted areas. Using a digital system, this induction can be completed quickly and efficiently.

A digital solution retains historical data regarding the frequency and times of visitor and contractor visits. This is exceptionally useful when it comes to contact tracing for the coronavirus as well as aiding in investigations if someone is suspected of wrongdoing.

Additionally, digital systems keep visitor and contractor information private. This prevents visitors from looking through the visitor book to see who else has visited the company, which is information that should be kept confidential.

4. Cost savings

The cost of having a digital system in a lobby is far lower than employing security and reception staff to manage visitors. In addition, a digital solution can create a central process that can be rolled out across one or multiple sites. And, it can be customised to individual office requirements.

Pitney Bowes LobbyTrac™ the perfect cloud-based digital solution.

For 100 years, Pitney Bowes has been innovating and delivering technologies that help customers simplify their business. One of the areas we specialise in is visitor management.

Our cloud-based digital visitor management solution, Pitney Bowes LobbyTrac, provides a secure and safe way to manage visitors, contractors and staff as needed.

Pitney Bowes LobbyTrac is easy-to-use; it automatically prints visitor badges with photographs, captures emergency contact details, and can generate real-time reports, enhancing existing security processes.

Key features:
- Captures visitors' details in full and ensures they're authorised to be on site.
- Can automatically inform you that a visitor has arrived.
- Provides visitors with safety or emergency information they may need while onsite.
- Keeps track of visitors and workers in the event of an emergency.
- Staff and repeat visitors can be issued a barcode to expedite sign-in and temperature capture.
- Can help track how many people are on site to assist with COVID-19 compliance around maximum numbers.
- Demonstrates duty of care and helps to establish and manage related security processes.
- There is also an option for contactless online pre-registration, which offers barcode access to your site rather than physical check-in.

If you're interested in finding out more about how Pitney Bowes LobbyTrac can help you keep staff, visitors and contractors safe, contact us today on **13 23 63** or visit our **website**.

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Australia/Asia Pacific
Level 1, 68 Waterloo Road
Macquarie Park NSW 2113
pb.apac@pb.com
13 23 63
pitneybowes.com/au

For more information, call 13 23 63
or visit us online: pitneybowes.com/au