

pitney bowes 

# The new normal for visitor and contractor management.

How smart access management  
solutions help streamline  
business operations and  
keep employees safe.



# New challenges call for new solutions.



## Managing visitors, contractors and staff in a hybrid working environment.

Organisations can no longer rely on having a manual visitor logbook to keep track of all people on their premises. Workplace health and safety legislation as well as the need to minimise health risks and increase security in the post-pandemic era, means that collecting information accurately is critical. Businesses must be able to securely store this data so it can be accessed as needed, at any time and from anywhere.

While many organisations may believe their current processes are working well enough to sign visitors in and out, it only takes one incident to highlight the vulnerabilities of a manual system. Having visibility into who is, or has been, on your premises helps you keep your staff, contractors, and visitors safe.

<sup>1</sup> Pitney Bowes – Visitor Management System end user survey Australia and New Zealand, 2021.



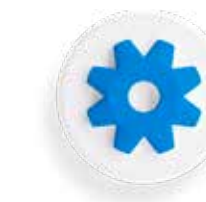
# Increase health & safety onsite.



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 managing contractors, with hefty fines for failing to keep adequate records and verify credentials.

Simply knowing a visitor's name or company 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 details could make it impossible to find everyone.

To help streamline operations and mitigate the risks associated with manual paper-based systems, many organisations have turned to technology to help achieve greater levels of accuracy, security, and safety. As a result, digital visitor management has now become best practice.





# Enabling smarter access management.

Digital access management solutions let organisations with a high volume of foot traffic automatically track onsite visitors and contractors with customised sign-in processes as well as integrated health and safety inductions. Cloud-based solutions offer a more efficient way of managing and tracking onsite visitors compared to manual, paper-based sign-in processes. This lets organisations elevate safety and compliance across their sites while simultaneously reducing overheads and administration costs.

Effective digital visitor and contractor management systems can deliver significant benefits.

At their core, digital visitor and contractor management systems provide smarter access management. And, their benefits can extend beyond visitors and contractors, offering businesses a solution that can encompass the entire organisation; modern solutions also incorporate staff access management, which is becoming increasingly useful in hybrid working environments.

The new hybrid world of work can create gaps and challenges, particularly around processes. Digital solutions let organisations bridge the gap between work sites, hybrid, and remote working staff as well as visitors and contractors. This is especially important for industries that have complex, compliance-led needs and face greater risk if unauthorised people gain access.

Historically, paper-based, manual sign-in processes may have satisfied the needs of an organisation in terms of recording people on their premises. However, this can cause a lack of personal data security and non-compliance with data privacy regulations. Furthermore, the amount and types of information that needs to be collected is continually evolving, and manual solutions can no longer keep up; simply recording basic contact information (e.g. dates, times, names, companies, and signatures) is not enough. Access management and compliance needs require much more.



It's clear that organisations need to move beyond paper-based, manual processes and invest in smarter, digital access management systems to keep pace with compliance-led requirements. However, not all solutions are created equal, and not every digital system will meet the needs of every organisation.

In fact, off-the-shelf systems can potentially contribute to greater business risk by delivering little capability to meet the unique needs of compliance-led organisations. Generic, out-of-the-box solutions can lack strong data protection measures and may not support the broad range of documentation an organisation needs to remain compliant.

However, by investing in a highly configurable, compliance-led solution, organisations can streamline access management for visitors, contractors, and staff that better meets their complex onsite and remote workplace access needs.



## For example, in a pandemic and post-pandemic world, organisations may be required to:

Ensure all people onsite are authorised to be there and have the correct access rights, vaccination status, professional certifications, and licenses

Create awareness of relevant policies and protocols onsite

Maintain visitor records and track expiry and renewal of contractor insurance and licences

Manage and track the arrival, departure, and movement of employees, contractors, and visitors within and across multiple sites

Maintain consistent and efficient in-person experience and adherence to company policies across multiple sites

Maintain complete and optimised management of facilities/resources, including buildings, parking, meeting rooms, IT infrastructure, and building support staff

## Case-in-point

Anglicare Southern Queensland (SQ) is an integrated services provider that delivers community support services to one in 30 vulnerable Queenslanders, including those with aged care and housing needs.

Anglicare SQ wanted to move from a manual process to a more efficient, digital system to streamline its data collection and better manage its data repository for compliance and reporting needs, particularly around influenza and COVID-19 vaccinations. To meet these requirements, Anglicare SQ turned to Pitney Bowes and implemented its digital visitor and contractor management solution at eight homes and at its corporate office. The solution delivered to Anglicare included PB TempCheck, an infrared temperature scanning device, listed on the Australian Register of Therapeutic Goods (ARTG).\*



“The systems let Anglicare SQ more efficiently collect and store all relevant visitor data to meet government requirements. And, by eliminating the need for additional support staff to manage temperature checks and visitor sign-in on weekends, Anglicare SQ can dedicate more funds towards delivering essential community services to vulnerable Queenslanders.”

– Anglicare SQ

## Client profile

**Anglicare Southern Queensland (SQ)**  
[anglicaresq.org.au](http://anglicaresq.org.au)

Anglicare Southern Queensland (SQ) is an integrated services provider that delivers community support services to one in 30 vulnerable Queenslanders, including those with aged care and housing needs.

**Using a digital visitor management system provides Anglicare SQ with the following key benefits:**

-  Contactless check-in
-  Compliance
-  Enhanced reporting capabilities
-  Traceability
-  Streamlined visitor experience
-  Reduced cost

## Leverage automation to streamline visitor and contractor management.

Compliance-led, cloud-based digital visitor management solutions provide organisations with a secure and safe way to manage visitors, contractors, and staff as needed. They are easy to use and can be configured to automatically print visitor badges with photographs, capture emergency contact details, generate real-time reports, and enhance existing security processes.

### Key features:

Capture visitor details in full and ensure those visitors are authorised to be onsite.

Automatically inform relevant staff members that a visitor has arrived.

Provide visitor with safety or emergency information they may need while onsite.

Demonstrate duty of care and establish related security processes.

Keep track of visitors, contractors, and staff in the event of an emergency.

Issue a barcode to staff and repeat visitors to expedite sign-in and temperature capture.

Help track how many people are onsite to assist with COVID-19 compliance if required.



## Case-in-point

Les Powell School is a special education setting for students in Kindergarten to Year 12. Students attending Les Powell School have a primary moderate or severe intellectual disability and have a range of additional diverse and complex learning needs, including Autism, sensory, physical, and language.

Les Powell School needed to modernise its staff and visitor management process, moving from an outdated, manual sign-in logbook to a more efficient, digital system.

### Using a paper-based system created challenges for the school including:

- Congestion in the foyer as people lined up to sign the book
- Visitors forgetting to sign out when they were leaving, creating data inaccuracies
- Handwritten details meant that the information was sometimes illegible.

For safety and compliance purposes, Les Powell School deployed a Pitney Bowes solution to digitise the process of tracking who was on campus and when.

### Using a digital visitor management system affords Les Powell School benefits including:

- Small footprint that makes it unobtrusive even in the tiniest of foyers
- Digital process that accurately captures information and stores it securely
- Contactless check-in using a touchscreen monitor and image scanner that prints badges using a photograph of the visitor or contractor
- Streamlined sign-in process where barcoded information can be sent to regular visitors and contractors ahead of time to make their check-in even easier.



“Having an all-in-one, low-maintenance piece of software that could easily and simply track the whereabouts of all staff members, contractors, and other visitors to the school was important. LobbyTrac was easy to use and intuitive. Regular visitors to the school were given their own barcodes to simplify their check-in and check-out process. And, because the system is digital, there are no more problems with illegible names or phone numbers. All the information we need is easily found in the system.”

– Les Powell School

### Client profile

**Les Powell School**  
[lespowell-s.schools.nsw.gov.au](https://lespowell-s.schools.nsw.gov.au)

- Kindergarten to Year 12 school for students with complex learning and support needs
- Facilities include three playgrounds, a heated hydrotherapy pool, library, bike and walking track, sensory library, and liberty swing.

# Add efficiency and control with smart access management for visitors, contractors, and staff.

## Establish rules for everyone to live by

Paper logbooks and manual processes simply can't keep pace with high volumes of foot traffic while also keeping confidential data secure. Businesses need a fool-proof way to streamline visitor, contractor, and staff management.

### Automating processes makes it possible to eliminate costly inconsistencies and inefficiencies.

- Better traceability of visitors, both current and past, with real-time reporting functionality.
- Improved safety and security of staff, visitors, and contractors.
- Ability to customise the solution in line with government regulations and requirements.
- Increased efficiency due to quick and easy registration.
- Self-service system that manages site entry without the need for dedicated reception staff.
- Option to include contactless online pre-registration, which offers barcode access to sites rather than physical check-in.
- Automatic notifications of visitor's arrival to relevant staff member(s).

# Choose the right solutions for your company.

## "How do I pick?"

When you're ready to streamline visitor and contractor management and lower your costs, a few simple considerations will help you choose wisely.

### 01. Ease of implementation

How easily can you implement a digital solution into your business? What level of time, resourcing, and financial investment is required?

### 02. Flexibility and scalability

Look for systems that can support your evolving needs. The easiest, most cost-effective choice is often to select a single provider that offers capabilities that meet your needs and continues to innovate to meet the changing environment and government and industry requirements.

### 03. Ease of use

You're looking to make life simpler, more efficient, and less stressful for you and those you serve. It's essential to choose a solution that doesn't overcomplicate the visitor, contractor, and staff management process.

### 04. Level of support

The world is evolving, and changing government guidelines and requirements, among other challenges, can create new barriers. Look for providers that deliver comprehensive support and that help you help your team and customers.

## Case-in-point

Trinity Care is a family-owned aged care organisation, founded in 1978, which operates three aged care homes in Melbourne. Its aged care facilities have been carefully designed to ensure a comfortable lifestyle for the elderly residents.

Trinity Care had been using a paper-based book to log visitors to its aged care homes. Its paper logbooks needed to be archived and kept for seven years in line with government regulations, creating inefficiencies and a lot of time spent whenever the team needed to research anything. To streamline its operations, Trinity Care wanted to move to a digital system and implemented a Pitney Bowes solution at each of its three facilities in February 2019. When COVID-19 hit in 2020, the existing system was updated with additional functionalities to ensure full compliance with new government regulations for the aged care sector.



“The system was fully customised to fit with Trinity Care’s requirements and is updated as needed in line with changing government regulations. Having digital access to all records of visitors, along with their contact details and health-related information, gives Trinity Care peace of mind that it has full control over the access to facilities. It helps Trinity Care keep residents, staff, and visitors safe and secure.”

– Trinity Care.

### Client profile

**Trinity Care**  
[www.trinitycare.com.au](http://www.trinitycare.com.au)

Trinity Care is a family-owned aged care organisation, founded in 1978, which operates three aged care homes in Melbourne. The aged care facilities have been carefully designed to ensure a comfortable lifestyle for the elderly residents.

**Using a Pitney Bowes visitor and contractor management solution delivers benefits to Trinity Care including:**

-  Enhanced traceability
-  Improved compliance
-  Streamlined, contactless check-in
-  Positive visitor experience
-  Intuitive, cloud-based solution

## Look for extra benefits

Smart access management systems deliver immediate benefits in a world learning to live post-pandemic and the importance of having an effective system in place doesn't stop with the current health crisis.

Failing to act now will result in greater data and compliance challenges for businesses in the future, making it essential to invest in smart, digital visitor, contractor, and staff management solutions.



# Visitor and contractor management solutions from Pitney Bowes.

Protect your people, position, and reputation with our customisable, compliance-led solution for controlling onsite and remote workplace access. Pitney Bowes Smart Access Management™ (SAM) provides total visibility and data-driven access management to help ensure everyone entering your premises has the required level of certification and approval.

With SAM, you can achieve a greater depth of capability and assurance for your business with a complete, real-time, data-driven view of all your visitors, employees, and contractors. Supported by a high level of technical expertise that can align with and support the requirements of your in-house IT teams, we can help to reduce your administrative burden. And, our intelligent technology can help you meet the rapidly evolving requirements of a modern organisation with secure cloud hosting and data compliance.

This lets you minimise potential health risks, drive increased security, and protect brand integrity, all while intelligently managing risk and ensuring compliance.



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# Pitney Bowes Smart Access Management

Delivering assurance.  
Inspiring confidence.

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For more information, call or visit us online.

\*PB TempCheck is an infrared temperature scanning device, listed on the Australian Register of Therapeutic Goods (ARTG), under reference number 345754 by Stericlick Pty Ltd -Thermometer, infrared, skin. The device is a battery powered infrared thermometer intended for screening people in public places. The thermometer is intended for intermittent measurement and monitoring of human body temperature from the forehead. The device is indicated for people of all ages and suitable for public places. The device is subject to compliance with conditions under Part 4-5, Division 2 of the Therapeutic Goods Act 1989 and Part 5, Division 5.2 of the Therapeutic Goods (Medical Devices) Regulations 2002. ALWAYS READ THE INSTRUCTIONS FOR USE. FOLLOW THE INSTRUCTIONS FOR USE.

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