

# Smart Access Management® (SAM)

## Your personalised business case

Prepared for:

Prepared by: Pitney Bowes

### Project title

Smart Access Management Solution

### Project sponsor

## Executive summary

### Proposal

#### Introducing SAM: Our new Digital Concierge.

The Pitney Bowes Smart Access Management (SAM) solution brings the capability to control, check and enforce authorisation for virtual and physical workplaces.

SAM upholds compliance and maintains a centralised, real-time record in Azure Cloud of all employees, visitors and contractors across multiple locations.

SAM is a Digital Concierge, and is available in one of four packages to meet our unique business requirements.



### Benefits

#### We'll be able to:

- Create a safe, welcoming environment for visitors, contractors and staff
- Accelerate registration for both occupied and unattended receptions
- Use facial recognition and QR codes for simple, contactless check-in
- Set access restrictions and account for everyone on-site in the event of an emergency
- Create unlimited customised workflows according to different types of visitors on site
- Quickly run real-time reports and monitor on-site behaviour to ensure everyone is safe and their presence recorded
- Customise the user experience, including branding, registration fields and health and safety messaging
- Benefit from automatic updates and immediate access to new features



## Business Case



### Current challenges

We currently manage entry for, and visibility of, all our contractors, employees and visitors through a combination of manual processes and disparate software systems.

In today's digitally-connected business landscape this is no longer realistic – we must be able to deliver warm, welcoming experiences, integrate new tech to meet evolving demands and protect our people, position and reputation.

SAM enables us to do all of this safely and securely. SAM is the constant custodian of our people, places and spaces and a trusted guardian for our organisation. And SAM is incredibly flexible, available in one of four packages to meet the exact needs of our business.

**SAM | SAM Pro**

### Our Business Objectives

Today's hybrid world of work means the way that people interact, visit and work with our business has evolved. We need to:

- Digitise and streamline processes when welcoming, and onboarding guests while managing access for all of our people, visitors and contractors, creating positive experiences – everywhere we operate.
- Shift to intelligent technology so we can meet changing requirements and leverage capabilities like secure Azure cloud hosting in Australia to standardise security and safety.
- Provide total visibility and data-driven access management for greater clarity and control of everyone entering our premises, systems or workspaces.
- Ensure health screening and compliance across multiple locations.
- Accelerate sign-in processes with touchless entry for all guest types.
- Provide a real-time view of every visitor, employee, contractor and guest across all locations which includes health and safety reports and building security/compliance requirements,
- Ensure that all contractors, visitors and guests are trained, certified and insured while making it simple for them to sign liability waivers.

## The Solution Statement

SAM meets all our functional and operational needs and provides a robust, customised solution which will capture all guest information and supporting documentation to meet our business governance whilst ensuring we are meeting all data compliance requirements.



## The Approach

We will work together with Pitney Bowes to ensure all operational specifications are identified and documented. We will make sure that all customised workflows are met and delivered.

Once these customised workflows have been established, Pitney Bowes will share a delivery timeframe of the portal build. Any supporting kiosk or device that is required will be built on location or prior to the installation which will be defined on location-based requirements.

Pitney Bowes' dedicated client success manager will manage the process with our team to ensure all requirements are captured and delivered and that all staff are trained on project delivery.

## Additional Resources

Training materials will be produced by Pitney Bowes for the project, and after the initial roll out, we will identify and train a 'super user' as the 1st line of support to handle user queries using a 'train the trainer' approach.



## Business benefits

- SAM will allow us to digitise, improve and ensure all business requirements are met efficiently and effectively for every visitor, contractor and employee that enters our workspaces and locations.
- The current process of manual welcoming and onboarding of guests is an increasing concern from a legal and compliance perspective. Shifting to an intelligent, digital system enables safer, more secure experiences.
- As our Digital Concierge, SAM can streamline and automate the entire registration onboarding process while capturing and archiving all documentation required for every type of guest.
- Adopting the SAM system is an important step towards one of our primary objectives of creating a modern and more digitally connected business environment.

## Assumptions and constraints

- Pitney Bowes advises that with SAM we can capture unique business requirements across all of our visitor types and deliver unlimited custom workflows to meet our business process needs.
- Because the work is carried out remotely, the SAM solution requires minimal IT input. All users can access the portal as soon as they login. A product fact sheet is attached as an appendix.
- As Pitney Bowes supplies all devices and software we will only need to deal with one vendor with the option to have all device installations carried out on site by a Pitney Bowes representative.



## Proposed next steps

Let's set up a discussion with a Pitney Bowes representative to explore the benefits of SAM in greater depth and get a more detailed overview of this business case. This will give all relevant teams and stakeholders the opportunity to consider how the system can fit their business needs.

To discuss the best package, contact Pitney Bowes Australia:

[sales.au@pb.com](mailto:sales.au@pb.com)

Talk to a member of Pitney Bowes directly: **13 23 63**

Or visit: [www.pitneybowes.com/au/smart-access-management](http://www.pitneybowes.com/au/smart-access-management)

