

# Pitney Bowes Smart Access Management<sup>®</sup>

## Your personalised business case

Prepared for:

Prepared by: Pitney Bowes

### Project title

Pitney Bowes Smart Access Management<sup>®</sup>

### Project sponsor

## Executive summary

### Proposal

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

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 AWS (Amazon Web Services) of all employees, visitors and contractors across multiple locations.

SAM is a Digital Doorman, 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 authorised people
- Improve efficiencies and cost reductions
- Leverage smart tech to meet constantly changing requirements
- Enhance our compliance and reduce data entry
- Protect our people, position, and reputation
- Manage visitors, contractors and people across every physical and virtual location
- Remove manual processes and shift to digital
- Introduce more personalised customer service
- Customise the solution to our specific workflows
- Increase security, safety, and visibility
- More secure data handling of visitor information
- Supports evolution to a data-driven business



## 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.

**Pitney Bowes Smart Access Management®**  
**Pitney Bowes Smart Access Management® 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 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 GDPR compliance across multiple locations
- Accelerate sign in processes with touch-less 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 hardware 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

Personalised 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 guests is an increasing concern from legal and compliance requirement and shifting to an intelligent, digital system enables safer, more secure experiences.
- As our Digital Doorman, 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 all unique business requirements across multiple guest types and deliver specific workflows to 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.
- As Pitney Bowes supplies all hardware and software we will only need to deal with one vendor with the option to have all hardware installations carried out on site by a Pitney Bowes representative.



## Proposed next steps

To explore the benefits and value of the SAM system in greater depth, we should set up a discussion with a Pitney Bowes representative to allow all relevant teams and stakeholders to review the areas we need to adapt to fit our business needs.

To discuss the best package, contact Pitney Bowes [india.marketing@pb.com](mailto:india.marketing@pb.com)

Talk to a member of Pitney Bowes directly: **1800 110 198**

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

