

Gallagher Visitor Management



Visitor Management is an optional licensed feature of Gallagher Command Centre, delivering extensive pre-registration and reception-based visitor management functions. Optional visitor self-registration capability is available using the touch-screen enabled Visitor Management Self-Registration Kiosk.

Visitor Management Self-Registration Kiosk

The Gallagher Self-Registration Kiosk integrates seamlessly with the Gallagher Visitor Management workstation, allowing sites to share host, visit and visitor configuration so that visitors arriving on-site can be managed from either a reception workstation or a Kiosk.

The Kiosk allows visitors to sign-in for a visit independently of the receptionist. On completion of sign-in their host is automatically notified of their arrival via email or SMS. Hosts can manage their visitors onto and off-site from the Kiosk, including the ability to issue visitor cards and assign access, update the visit details or reprint visitor labels. Hosts of visitors who are overdue to leave are automatically notified for follow-up action.

The Kiosk also provides additional visitor features:

- For returning visitors, **previously stored details can be retrieved**
- **Automated sign-in** using information retrieved from a business card scan
- Configurable **inclusion of privacy statements** or conditions of site entry
- **Management of tour groups**, including checks to ensure the same number of people leave as entered for the tour
- **Visitor induction** using supplied material, followed up by a self-test induction questionnaire
- **Rapid registration option** for selected visitors, allowing them to use their card to identify themselves at the Kiosk and 'self-host' their visit

Visitor Management Reception Workstation

Gallagher Visitor Management provides a **targeted user interface** for a receptionist managing visitors onto and off-site, including updating visitor details, capturing photos and printing visitor labels, assigning escorts, a card and visitor access. The reception client supports manual or **automated email/SMS notifications** to hosts of visitor arrival or visitors who are overdue to leave. Additional reception features include:

- **Pre-registration of visits** with automatic re-use of visitor details recorded on a prior visit
- **Support for multiple visitors** on a single visit to reduce repetition of data entry
- **Flexible configuration** of visitor details, based on visitor type
- **Reception home screen displays visitors by status:** expected, currently on-site, due to leave, overdue to leave, temporarily off-site or visitors who have already left
- **Bulk selection and processing of visitors**, for example, to pre-print visitor labels at the start of the day or to check on-site a bus load of visitors arriving together
- **Enrolment of visitor fingerprints** for site access and visitor identification
- **Up to five pre-configured macro buttons** to initiate actions such as printing an evacuation report, locking down the front door or triggering a silent alarm
- **Support for multiple receptionists** manning a single reception point, as well as sites with many distributed reception points
- **Visitor reporting** including the current status of visitors expected or on-site today and summary reports on visitor and escort past and planned visits

Visitor Management System Functions

The Gallagher Visitor Management system supports automatic removal of access on visit completion or when a visitor badges their card at an off-site reader. A comprehensive audit trail of all visitor management events, including receptionist actions, visitor pre-registration, escort, host and visitor actions are securely maintained at the Command Centre server.



Architecture

Gallagher Visitor Management software employs a client-server architecture with:

- Full communication between the Gallagher Command Centre server and visitor management reception, pre-registration or Kiosk clients via network services over TCP/IP
- Remote, single-click client deployment and automatic client updates reducing installer time as they no longer need to visit each workstation

| Gallagher Visitor Management | |
|-------------------------------------|--|
| Gallagher Command Centre | Version 7.10 or later |
| Workstation Client Operating System | Microsoft® Windows® 7 |
| Printer Support | Microsoft® Windows®, Dymo label printers |

| Visitor Management Kiosk: Minimum System Requirements | |
|---|---|
| Processor: | Intel Core I3 processor or equivalent |
| Memory: | 2 Gb |
| Operating System: | Microsoft® Windows® 7 |
| USB Ports: | 3 or more (for optional printer, camera, business card scanner) |
| Supported Business Card Scanner: | Dymo CardScan executive 800c |
| Supported Camera: | Any standard web camera |
| Network: | Kiosk requires network connectivity |

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Disclaimer: System configuration, network capacities and the volume of system activity affect performance. Please contact Gallagher for advice. In accordance with the Gallagher policy of continuing development, design and specifications are subject to change without notice. Gallagher Group Limited is an ISO 9001:2008 Certified Supplier. Copyright © Gallagher Group Limited 2012. All rights reserved.

