AMAG TECHNOLOGY
A G4S COMPANY

# SYMMETRY™ GUEST
# VISITOR MANAGEMENT

**Symmetry GUEST Visitor Management brings a whole new approach to Visitor Management, taking advantage of the latest advances in technology for visitor management using smartphones, email and tablets to create a better visitor experience.**

In today's fast moving world, most organization's focus is on improved customer service and cost reduction. AMAG's Symmetry GUEST Visitor Management addresses these challenges by speeding up the flow of visitors through reception areas and improving customer service, at the same time reducing the number of reception staff required to process contractors and visitors.

Most traditional visitor management systems are tied to dedicated workstations, with lots of peripheral equipment, GUEST turns that round by introducing a web based system which can run on any tablet, any smart phone or PC using any web browser. The system then conveniently pushes out a visitor pass, airline style with QR code or Barcode, using the visitors smart phone, allowing visitors to be identified quickly and conveniently by the system direct from their phone or their self printed "boarding card."

Symmetry GUEST's hosted software solution means it is easy to purchase and easy to setup, incurring only a simple monthly charge per user location. GUEST is ideal for visitors, contractors, visiting employees or anyone you want to give the GUEST treatment.

Using tablet computers it is possible to check-in visitors using roving ambassadors or self-service consoles at welcome points rather than traditional reception desks. The ease of use and speed of access elevates the visitors experience to improve customer service while maintaining security policies and creating accurate reports.

Employees are encouraged to pre-book visitors either within the Symmetry GUEST software or direct from their email software. This will send an email to the visitor which can contain a map, travel instructions, and any arrival instructions which will reduce the inevitable stress of arriving at a new location for the first time. Visitors can check-in, either in the conventional way by talking to a receptionist or using a touch screen monitor or their smart phone.

Symmetry GUEST offers scalable software for a complete solution to improve customer service for your visitors as well as reducing risks and costs. Companies can be confident that policy based security rules and watch lists for banned visitors are automatically checked by the software before access is granted. Multiple visit types and badge designs are readily available and most standard badge printers are supported. Visit approval workflows enhance security and are easily accessible by the area owner granting privileges. Dashboards for employees showing current and future visitors are easy to see and understand with simple export capabilities of the visitor details to any spreadsheet. Upper level reporting and analytics are available for compliance and audit needs.
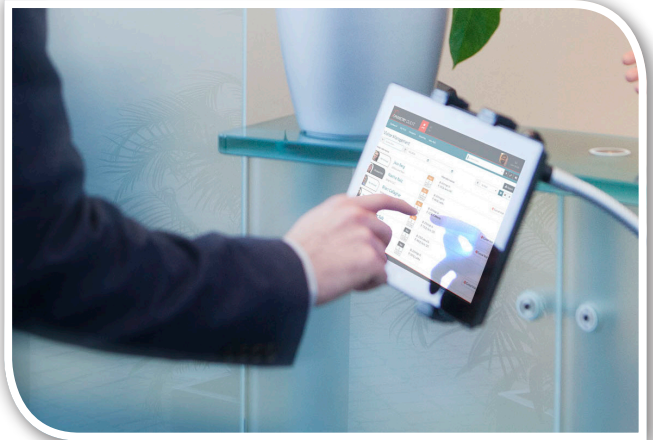
## SYMMETRY GUEST VISITOR MANAGEMENT FEATURES :

- Advanced, scalable Visitor Management System
- Improves visitor experience with faster, safer processing
- Web client software compatible with the latest browsers
- Supports any computing device with browser and internet
- Full functionality on tablet and smart phone devices
- Simple setup, configuration and training
- Subscription based pricing model per reception employee
- Hosted based software ensures software is always up to date with the latest features
- Minimal requirement for installation and additional equipment
- Suitable for visitors, contractors and visiting employees
- Visitor pre-booking available to all employees
- Integrates to Outlook and Google mail systems
- Reduces queue in reception area
- Reduces required number of receptionists
- Visit approval workflows
- On-line record of all previous visits
- Retains visitors photo with configurable expiration date
- User defined fields for any data collection
- Confirmation email to visitor with optional map and instructions

- Ability to provide and confirm receipt of health and safety instructions or non-disclosure agreement (NDA)
- Airline style check-in using QR code or Barcode
- Supports USB or tablet webcams for photo capture
- Touch-screen self-registration capability
- Assisted self-check-in integrates with reception software
- Fast user operation by touch screen or mouse
- Scales to unlimited buildings and visitors
- Multi-tenant building capabilities
- Reminder email sent to host before visit
- Automatic email to host when visitor arrives
- Watch lists of banned visitors checked at time of booking and arrival
- Supports standard visitor badge printers
- Custom badge design capability
- Supports drivers license and passport scanners
- Multiple visit types available
- Policy based rules on configuration options by building or visitor type
- Optionally integrates with AMAG Symmetry software
- Dashboards for employees showing future booked visitors
- Management analytics and reports including threshold limits
- Simple import of employee details using spreadsheets

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