

Visitor Management Solutions

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Reception Workstation



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

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 offsite 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 or sites with multiple 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.
- Mobile Connect credentials can be issued from Visitor Management for easy remote provisioning and to reduce the number of physical contacts required.

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.

Audit trail of visitor management events

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® 8
QR Code Scanner Support	Zebra DS9208 QR code scanner
Printer Support	Microsoft® Windows®, Dymo label printers

Minimum System Requirements

Processor:	Intel Core I3 processor or equivalent
Memory:	2 Gb
Operating System:	Microsoft® Windows® 8
USB Ports:	3 or more (for optional printer, camera, card scanner)
Supported Document Scanners:	Acuant Scanshell 800NR, Acuant Scanshell Passport scanner, Acuant ID-150, Gemalto QS1000
Supported Camera:	Any standard web camera
Network:	Kiosk requires network connectivity

Product Numbers

Visitor Management optional licensed feature	2A8955 (this is a pre-requisite to 2A8681)
Visitor Management Workstation license	2A8067
Visitor Management Kiosk	2A8681

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