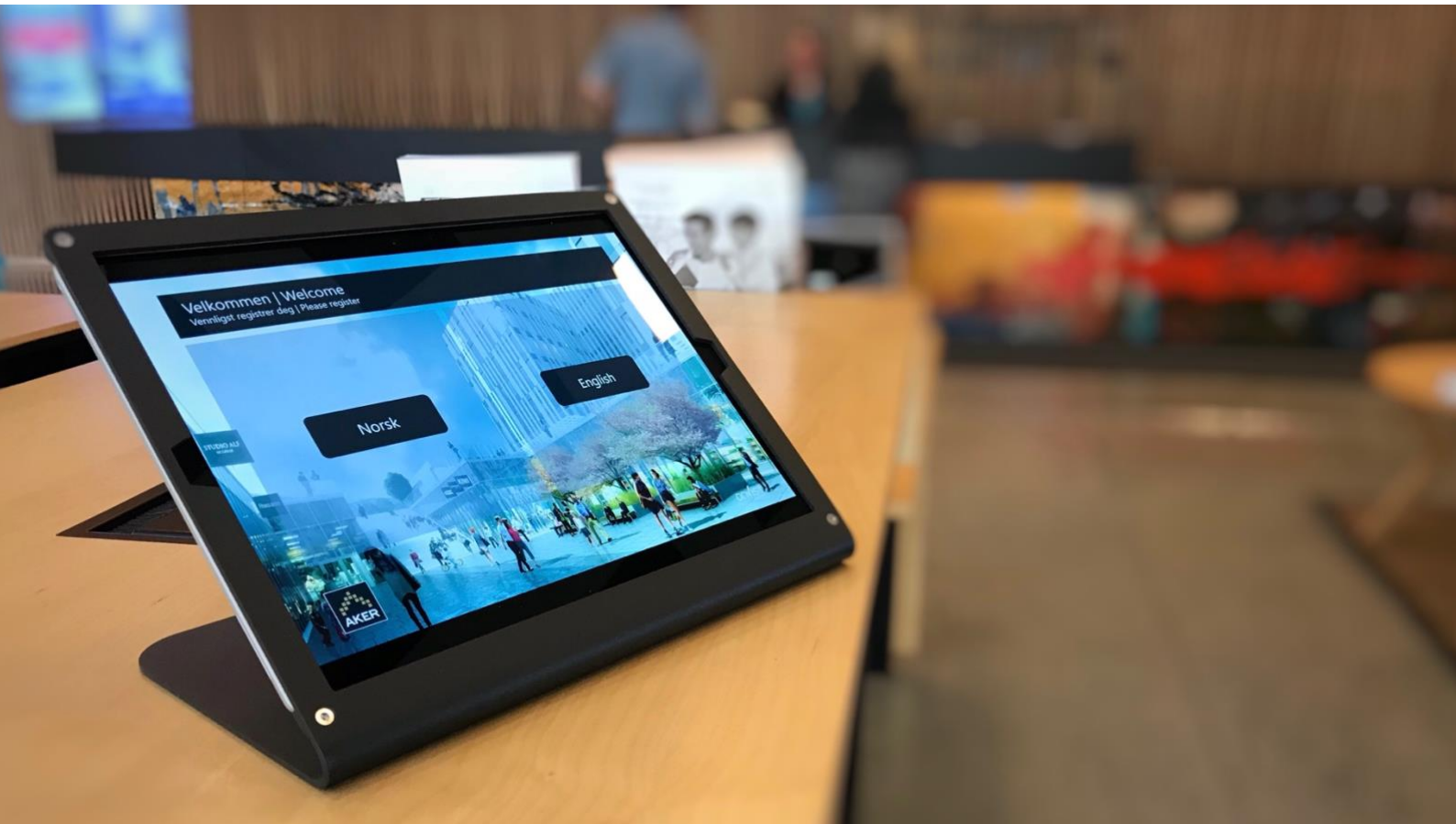onVisit
by adaptive

# Product information
# onVisit Visitor Management System

# onVisit Visitor Management System

onVisit ensures a professional and positive reception for visitors to more than 2000 companies in Norway and worldwide. The services are used by companies of all sizes and within most business areas.

onVisit offers a high level of service, is easy to use for employees and guests alike, and simultaneously facilitates resource saving for the company. It reliably solves most tasks usually performed by receptionists, which allows for the use of unmanned or partly staffed receptions, streamlining the company's use of time and resources.

onVisit also protects the security of your company, by providing an overview and complete control of arrivals and departures of guests. The electronic log shows the complete history on previous visits.

The service is built in line with the conditions and needs of global enterprises. By choosing onVisit, you will benefit from the opportunity to customize a solution for your offices of all sizes. In addition, you are given the unique opportunity to actively influence the continuous evolvement of the service.

Among onVisits most prominent advantages is its degree of flexibility – the service is highly customizable, both in regards to design and functionality. The standard services in onVisit will cover most needs, but the service can also be extended with a rich variety of additional services, should the need arise.

# Standard services in onVisit

The overview describes the most frequently used services that are standard in onVisit.

## Guest registration

The self registration function relieves the receptionists and reduces the waiting time for the guests at the reception. In unmanned or partly staffed receptions, information that is usually given by receptionists is given by the service, such as the delivery of goods, taxi booking and timetables. The guest registration is delivered in Norwegian and English, and can be customized to fit the customer's graphic profile with colors, logo and background.

## Pre-registration of guests

The guests can be pre-registered ahead of the visit in order to simplify their reception. The pre-registration is available to receptionists and other employees through a simple web application. Groups of guests can be imported from Excel and administered simultaneously.

## Scanning of passages

Scanning of passages in and out provides the best possible overview of guests that are visiting at any given time. Guests can check themselves in and out, within their set visitation periods.

## Notification by SMS or email

The guest recipient is automatically notified by SMS or email when their guest arrives. It is possible to choose who receives the notification, so that it can for example be sent directly to a secretary. The guest's phone number is shown in the notification message, so that the recipient can easily contact the guest.

## Shared receptions

In receptions that are shared by several companies, the guest chooses which company they are visiting on the guest registration client. The role management ensures complete confidentiality, as well as simple administration for the individual companies.

## Identify the guests

Name tags and parking permits can be printed on labels that are customizable with regards to design and logo. The printers can be placed directly by the guest registration client, or in the reception. The VIP-function allows employees listed as VIP to receive "anonymous" guests.

## Access to guest network

The guest network service gives the visitor simple and quick access to the company's guest network. Access information is sent by SMS. The service can be extended to support dynamic guest network with time-limited and unique access, from most vendors such as Cisco and Aruba (ClearPass), among others.

## Security

onVisit provides the full overview of arrivals and departures. Guests are discernible by name tags, and in case of an emergency situation, the evacuation list shows who is currently on the premises. The service can also be tied to access control and access control gates.

## Extended visit duration

The duration of the visit can be entered into onVisit. Guests that are visiting for an extended period of time, can easily scan themselves in and out to avoid registering more than once.

## Evacuation list

In case of an emergency situation that requires evacuation, the evacuation list can be used to provide an overview of who is currently visiting and on the premises. This service contributes to good HMS routines for your company. The service can be extended with a group notification by SMS-function, where all guests and employees are notified simultaneously if there is a need for evacuation (requires the use of onVisit SMS Gateway).

## Overview

onVisit can send notifications to inform of guests that have not been checked out after the end of their visitation period. It also provides a quick overview over who has access to guest parking.

## Reports

A broad selection of reports provides a quick and simple overview of visitation frequency and history. The reports can be exported to Excel, in order to be incorporated with other information.

## Continuously updated employee information

Automatic updates of the information makes sure that the employee overview is always up to date. The employees can also be imported from Excel and administered through the web application.

## Unmanned receptions

The guest registration client is well adapted to unmanned receptions, and can inform about the delivery of goods, timetables, taxi booking and more. Guests receive an SMS upon check in, informing them that the guest recipient have been notified of their arrival.

## Cloud based services or local installation?

onVisit Visitor Management System is delivered as a cloud based service based on Microsoft Azure. The only thing you need is an Internet connection, a computer and a printer. onVisit can also be installed locally and delivered as an On-Premise solution.

## Integration and adaptation

onVisit is built on the latest generation of web technology and can be integrated with the company's other systems, such as systems for salary and personnel, time systems, access control and access gates.

## Taxi booking

onVisit is integrated with TaxiFix, the most used taxi booking system in Norway. As a guest or employee, you can now simply book a taxi directly from the onVisit screen, either as a direct booking – or receive a booking link on your mobile for fast transport whenever you want. Our seamless integration ensures that taxi booking is done in a few seconds and that the waiting time is completely minimal.

## HMS/NDA

A statement of confidentiality or HSE information can be entered as a natural part of check-in. All guests read and approve the necessary information.

## Large selection of additional services

Start as simply as possible. If the need should arise, the services in onVisit can be extended with a broad variety of additional modules such as multiple receptions, handling of large groups, scanning, administration of guest cards and dynamic allocation of guest network access.

# Additional services

onVisit can at any time be extended with a large variety of additional services. New services are developed continually, in order to cover the needs of our clients. This overview describes some of the most commonly used additional service. Please contact us for a discussion of needs that are currently not covered by the standard or additional services.
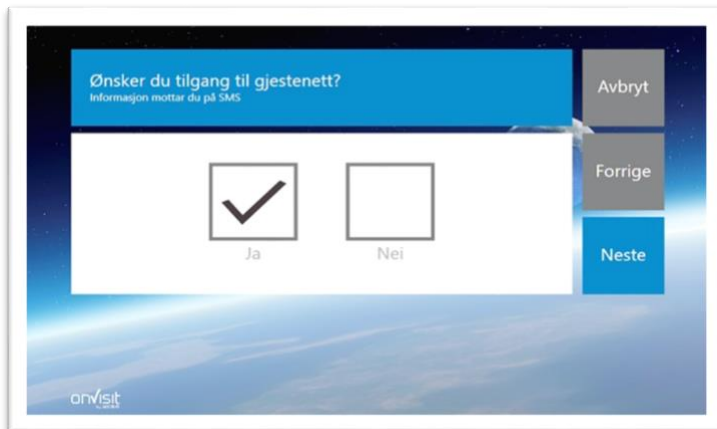
## onVisit Wifi – Time limited access to guest network

onVisit guest network service gives your guests access to the company guest network for a limited period of time. This service supports TekRadius, Cisco, ISE, GuestServer, Prime/NCS, HP ClearPass and Juniper authentication. Other vendors are available upon request. The service also includes a web application for allocation of guest network.

## onVisit Mass Messaging by SMS

onVisit Mass Messaging is a service that sends out an SMS to all employees and guests, for example in case of an evacuation. This service requires the use of onVisit SMS Gateway.

## onVisit Lane Service

This service is integrated with access gates, that automatically checks out guests upon departure. The gates can be set up to open automatically when guests with a valid visitor label arrives at the gates.
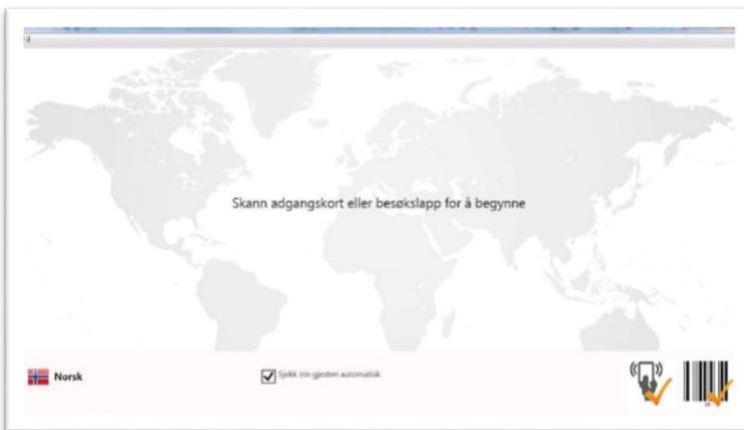


## onVisit administration of access cards

This option is used when employees have forgotten their access cards, and are in need of a temporary card. The temporary card is tied to the employee, and onVisit keeps continuous track of the card-person connections and can also provide a history of such connections. Access cards can also be used by guests and others that are in need of access for only a limited period of time.

## Receptions at different locations

onVisit provides extensive flexibility in the opportunities for different locations and receptions. The system supports several buildings tied to the same company, or several receptions in the same building. It also supports different time zones, so that all guests are registered in their local time zone.

## Integration with access control

onVisits integration with access control synchronizes employees from most access control systems. This service is often used in multiple company-receptions, where the access control system contains an overview of all employees that have access to the building. Please contact us for further information.

## onVisit Invite

Pre-register guests from Office 365 calendar invitation. Guests will receive an invitation with an address, map, custom text, and a QR code for touchless check-in. Under special circumstances, the kiosk can be set in "scanner" mode so that only pre-registered can check in.

# How to get started?

You only need an Internet connection, a computer for guest registration and a label printer. We establish the onVisit cloud solution for cloud-customers, and handle the configuration and start up. In consultation with your company, we will figure out the following:

- ✓ A survey of which tasks onVisit should solve
- ✓ Choice of computer for guest registration and where it is best placed
- ✓ Assess the need for printing of labels and parking permits, and where to place label writers
- ✓ Placement of scanner for passing of guests, if it is required
- ✓ Find the best way to add and update employee information
- ✓ Find a suitable background picture and logo for the guest registration application, that represents the company
- ✓ Assess the need for additional services
- ✓ Configuration of onVisits system settings. An overview of the relevant settings will be sent to you in relation to the implementation.

As soon as onVisit is up and running, training of administrators and receptionists will be started. This usually takes only a few hours and can be done remotely or on-location.

## Terms and conditions

All prices are in NOK. The offer is valid 30 days from stated date. The offer does not include travel, transport expenses or shipping. The scope of the implementation may vary according to the needs for different services and the administration of employees. The prices are assuming the client has completed all preparations according to the agreement. All prices are excluded VAT. The establishment cost is charged upon delivery. Monthly rent is charged in advance for the entire calendar year. Termination notice has to be given at least 3 months before due date. Maintenance and operation cost is regulated yearly according to KPI. Payment terms Net 15.

## Service and maintenance:

The rental price covers access to new versions of the software, and the update is charged by the hour. The service is delivered by use of the tool TeamViewer for remote assistance.

On-premise service or remote assistance is charged by every started half-hour after a written order is received from the client.

On http://support.adaptive.no are FAQs with answers, and it is also possible to send inquires to our customer centre.

## Guest registration computer og label writer

onVisit has the following demands:

- Windows 10 or newer
- Touch-based screen with minimum 1280x1024 resolution.

- .Net Framework 4.7.1 on computer for guest registration or newer
- Brother label writer with Brother software

The Internet connection must be minimum 5Mbit, and access must be given to outgoing traffic from the self-registration terminal. It is recommended to connect using wired network in order to achieve maximum stability.

## SMS Gateway

onVisit contains support for SMS notification and can be delivered with a SMS gateway subscription for sending SMS.