



Alert Enterprise

Visitor Identity Management.

Welcome to a Smarter
Visitor Experience



At the intersection of security and hospitality, our visitor management solutions are crafted to prioritize experience, integrating cutting-edge property technology with a mobile-first approach that revolutionizes how visitors interact with your space.

Experience First: Seamless Encounters.

Step into a realm where first impressions are redefined. Our visitor management system offers an experience-led approach that blends into your environment, ensuring each interaction is both intuitive and memorable.

Configurability: Drag, Drop, Done.

Experience the simplicity of our drag-and-drop configuration and one-click operation. Tailor-made to meet the complexities of your business, our low/no code platform allows you to configure and scale it across various hosting environments.

PropTech Enhanced: Smart Multi-Tenant Solutions.

Innovate with our multi-tenant capabilities, designed for modern, connected workplaces. Our platform not only streamlines operations but also evolves with your property's technological landscape.

VIM Key Features.

- Experience-centric design
- Deep access control integration
- Realtime policy & governance
- Visitors
- Intercompany travelers
- Contractor management
- Multi-tenant

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Different Personas and Out-of-the-Box Use Cases



Host/Supervisor.

- Visitor invitation, pre-registration
- Manage existing visit
- Single/Bulk visit registration
- Outlook meeting
- Contractor onboarding request
- Notification of guest arrivals, check-in, check-out



Security Administrator.

- Watch list maintenance
- NDA/Email template management
- Workflow approvals
- Badge printing and issuance for Contractors
- Compliance and audit reporting
- Global visitor lobby monitoring
- Maintain office locations (add/remove)



Visitors.

- Invitation process completion
- Check in with QR code
- Kiosk/Security Guard check-in
- Sign NDAs
- Review safety and security procedures



Reception/Front Desk.

- Host and Visitor lookup
- Visitor processing – register, check-in/out
- Employee/Visitor temp badge
- NDAs, photo capture
- Print stickers, issue badges
- Checked-in Cardholders/Visitors reporting



Notifications.

Alert Enterprise VIM automates communications by sending SMS, email, or automated phone calls for visitor and employee check-ins/outs. Upon visitor check-in, their host is instantly notified with the visitor's details through email, SMS, or phone call. Additionally, it can send emergency notifications to specific individuals or to all visitors.



Google Chat



Guest Wi-Fi.

Automatically issue WiFi credentials to:

- Visitors
- Intercompany travelers
- Hybrid employees visiting a workspace



Platform and Technology Overview



Badging Office operations for technology badge issuance, printing and tracking



Self-Service Kiosks with facial rec, QR code, ID scanning – supported on IOS and Windows



Out-of-the-box integrations with over 250 HR, IT/SSO, Physical Security systems



Admin portal for global/site specific badge template, NDA, notifications, workflow/policy management



Configurable check-in workflow, policy, and experience for each site or region



SOC2 Type2, ISO270001 certified Enterprise Cloud platform with configurable data retention



No Code Platform to manage UI forms, workflow, notifications, badge design, and locations



Support for NFC credential, QR/Bar code, or temp badges



Platform agnostic hosting options, available native cloud / SaaS or client hosted in AWS, GCP, Azure or on-premise



Cloud Hosting Options

No two customers are the same, our platform hosting is agnostic. You can leverage native SaaS with a global SLA 24/7 hosted in the US or the EU, or self-host in your own cloud with all the leading providers or on-premise. Deploy according to your needs and controls.



Google Cloud



CLOUD



ON-PREMISE

SaaS or not, we've got you covered with a global services team for end-to-end delivery from discovery to GoLive – along with a world class support team that provides a 24/7, 365 SLA globally.



Exceptional Experience. Simplified Administration.

Host Self-Service Portal.

- Pre-register guests – invite or registration
- Manage existing visitors and visits
- Set up other Hosts or Escorts for the visit
- Mobile view for easy management

Manage Visits
Manage Visitors & Visits

Records Found : 1256 Enter to Search

Photo	Name	Email	Visit Type	Group Name	Arrival	Departure	Visit Status	Is Watchlist...	Audit Trail
	Dorothy m Wh...	endusercoe@gmail.co...	Group	SE Event	11-28-2023 10:43:00 am	12-02-2023 03:30:00 am	Visit is in pr...		
	Albert N Cox	coxalberttest@gmail.com	Single		11-28-2023 10:42:00 am	12-01-2023 03:30:00 am	Visit is Exp...	NO	
	Richard m Pad...	endusercoe@gmail.com	Single		11-22-2023 11:00:00 am	11-30-2023 01:30:00 pm	Checked-In...	NO	
	Barbara Went...	shilpi.chakur@alertente...	Single		11-24-2023 02:33:00 pm	11-24-2023 06:33:00 pm	Visit has en...	NO	
	Daniel Imler	piyush.joshi@alertenter...	Single		11-24-2023 02:30:00 pm				
	Patz G Paradi...	endusercoe@gmail.com	Single		11-24-2023 11:18:00 am				
	Yogesh Ailewadi	yalewadi@gmail.com	Single		11-22-2023 08:06:27 pm				
	Jeffrey m Jones	jeffreyjonestest@gmail...	Single		11-22-2023 02:12:00 pm				
	Andrew m Black	endusercoe@gmail.com	Single		11-26-2023 10:30:00 am				
	Patricia m Poline	endusercoe@gmail.com	Single		11-22-2023 11:49:00 am				

Visitor Lobby Dashboard.

- View expected, checked-in/out visitors
- Auto highlight overstayed visitors and notify them
- Emergency notification
- Easy QR code/license scanning for record lookup
- Issue sticker or technology badge

Filter By
Visit Status

11-28-2023 SF Tower Emergency Temp Badge Employee Check-In Walk-In

Records Found : 5 Enter to Search

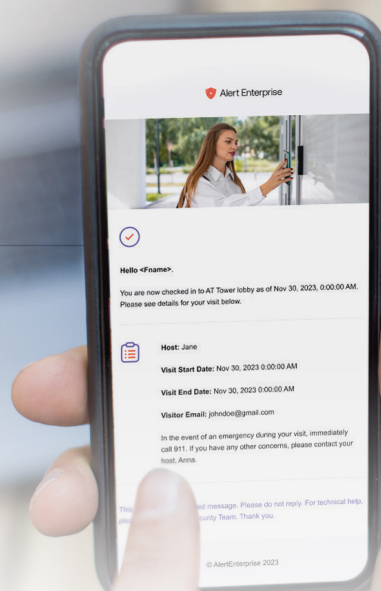
Events & Groups : SE Event (3) Clear Filter

Visit Code	Visitor Name	Visitor Type	Visit Start D...	Visit End D...	Action	Hosts
VST-00002607 SE Event	Arthur m Jackson endusercoe@gmail.com	Contractor	11-28-2023...	12-02-2023...	CHECK IN	Anna Mordeno
VST-00002607 SE Event	Abraham Winget abrahamwingettest@gnu...	Employee	11-28-2023...	12-02-2023...	CHECK IN	Anna Mordeno
VST-00002607 SE Event	Dorothy m White endusercoe@gmail.com	Attendant	11-28-2023...	12-02-2023...	CHECK IN	Anna Mordeno
VST-00002606 Single	Albert N Cox coxalberttest@gmail.com	Employee	11-28-2023...	12-01-2023...	CHECK IN	Anna Mordeno
VST-00002588 Single	Richard m Padilla endusercoe@gmail.com	Contractor	11-22-2023...	11-30-2023...	CHECK OUT	Anna Mordeno

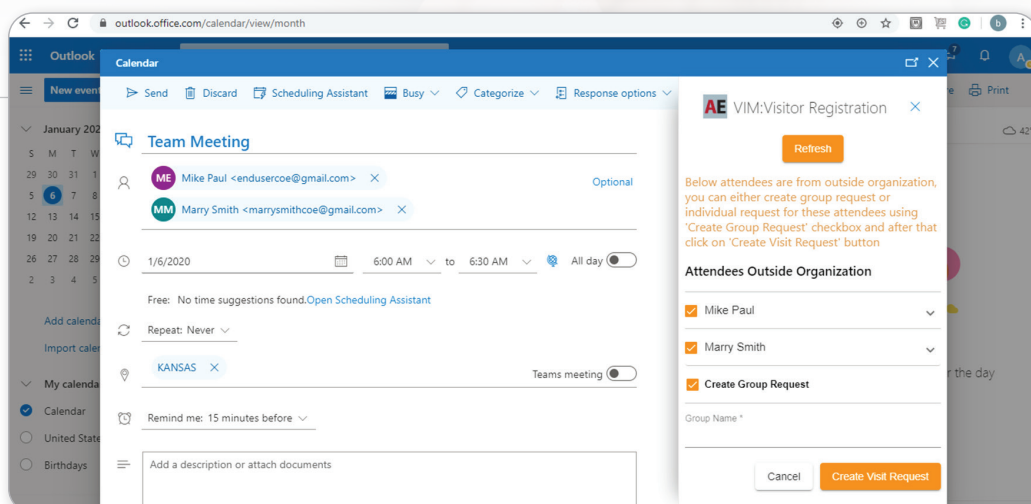


Visitor Pre-Registration.

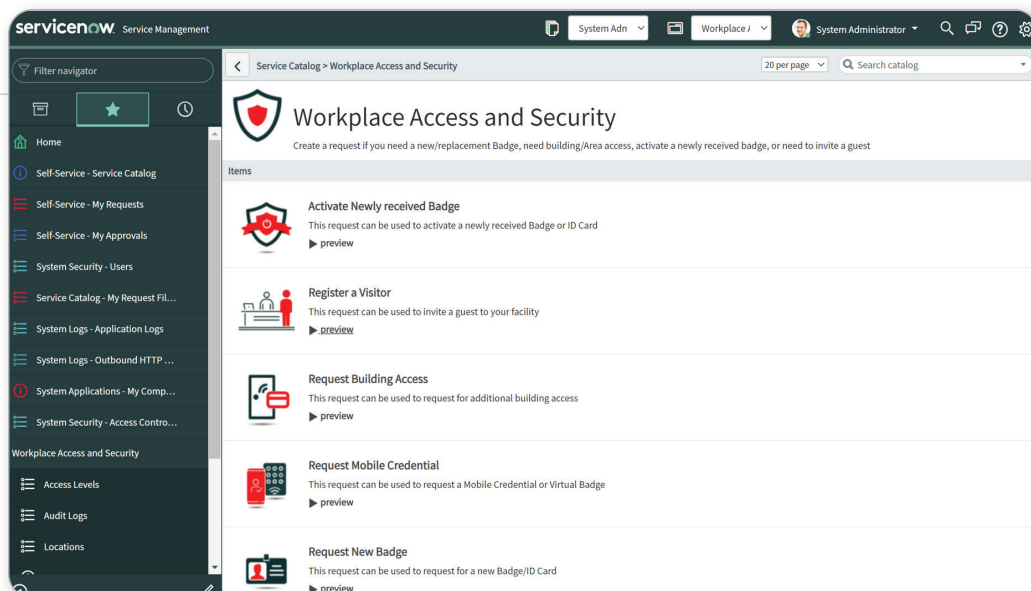
- Visitors, Contractors, Temp Workers
- Create, view, manage access
- Grant parking garage/perimeter gate access using QR code
- Dashboard and reporting
- Email integration with Outlook
- Workflow integration with ServiceNow



Outlook Calendar.



ServiceNow Integration.





Contractor Badge Issuance.

- Badging Office – Outlook style Inbox
- Job-based access
- Photo capture/edit
- Training/Prerequisite check
- Card issuance and printing

Non-Employee Onboarding

Badge Pickup Preference
Ship badge to applicant's primary location, to be received by site Security or a SmartBadge deputy for local distribution, where applicable

Recommended System Access List

Access Name	System	Valid From	Valid To	Status
Silicon Valley SVT Data Center	Lenel	12-06-2023 4:08:05 am	11-25-2025 10:29:59 am	Approved
Reports Access	JIRA Support Portal	12-06-2023 4:08:05 am	11-25-2025 10:29:59 am	Approved
End Corporate User	Alert IDM	12-06-2023 4:08:05 am	11-25-2025 10:29:59 am	Approved
Sacramento Data Centers	Lenel	12-06-2023 4:08:05 am	11-25-2025 10:29:59 am	Approved
Administrator	LDAP	12-06-2023 4:08:05 am		
Maintenance - Oracle	Oracle Payments	12-06-2023 4:08:05 am		
ALL CIP DOORS	CCURE 9000	12-06-2023 4:08:05 am		

Badge List

Badge ID	System	Card Number	Action
739077409986	Lenel	739077409986	12-06-2023 4:08:05 am

NON-EMPLOYEE
Martha Thompson

Alert Enterprise

Visitor History Reports & Dashboards.

- Visitor check-in/out history by location
- Visitor trends dashboard
- Checked-in visitor information
- Dynamic filters
- Reception and Security teams can issue temporary cards to employees
- Activate emergency notifications to all checked-in visitors

Visit History Report
Visit History Report

Records Found : 914 Enter to Search

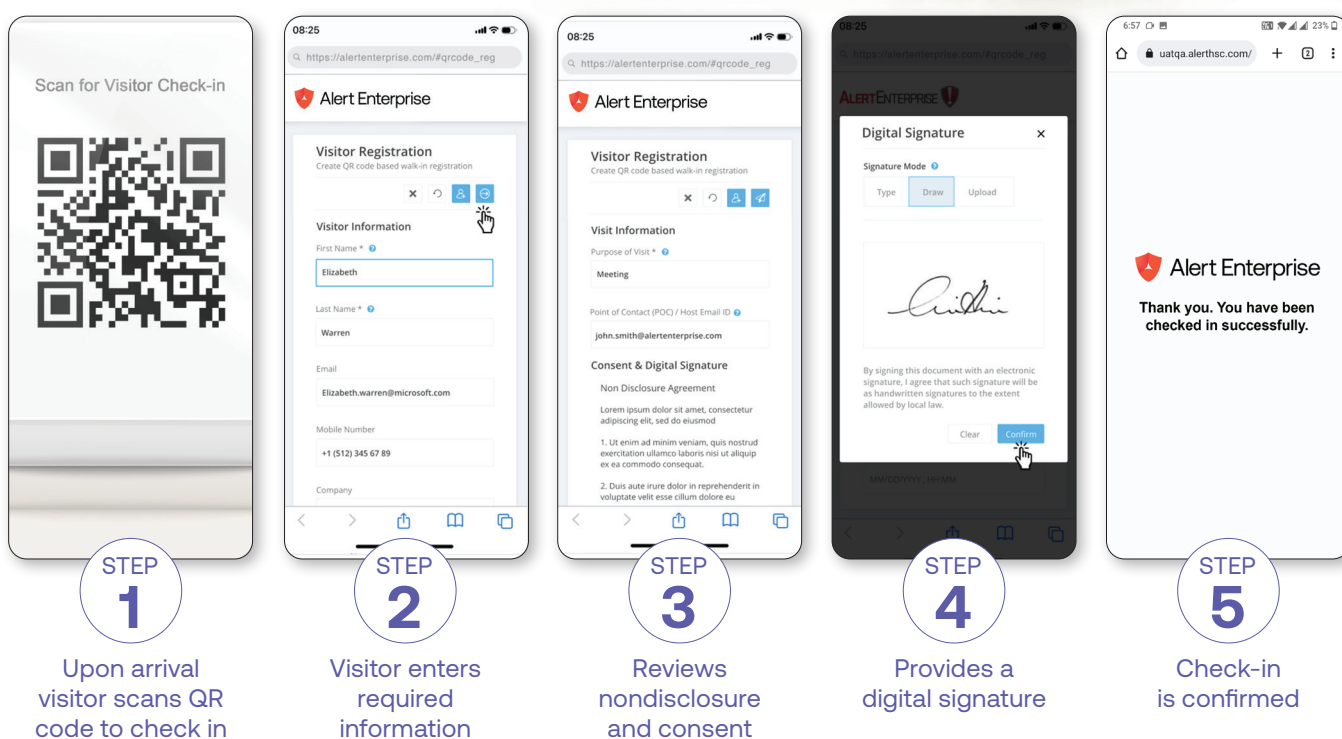
Full Name	Location	Host	Visit Start Date	Visit Status	Drill Down
Abraham m Winget					
Abraham m Winget	AT Tower	Badge Admin	09-22-2023 11:24:00 am	Checked-In	
Abraham m Winget	SF Tower	Will Smith	06-28-2023 07:16:00 pm	Checked-In	
Abraham M Calvin					
Abraham M Calvin	SF Tower	Anna Mordeno	04-17-2023 04:24:00 pm	Checked-Out	
Abraham M Calvin	SF Tower	Anna Mordeno	04-12-2023 06:07:00 pm	Checked-Out	
Abraham Winget					
Abraham Winget	SF Tower	Badge Admin	11-24-2023 01:24:00 pm	Checked-In	
Abraham Winget	SF Tower	Anna Mordeno	11-03-2023 05:59:00 pm	Final Checked-Out success	
Abraham Winget	SF Tower	Anna Mordeno	11-03-2023 05:58:00 pm	Checked-Out	
Abraham Winget	SF Tower	Badge Admin	10-20-2023 11:37:00 am	Checked-Out	



Kiosk-Free Mobile Visitor Management

Revolutionizing the Way Businesses Welcome Their Guests.

Say good-bye to long check-in wait times and expensive kiosks. Kiosk-free mobile visitor management reduces capital investment and operational costs, and makes the visitor registration and check-in process easy and efficient.



Easy. Efficient. Cost-Effective.

Cost Efficiencies and Convenience.

- Visitors scan a QR code at the reception desk and complete the registration and check-in process
- Picture capture, NDA signature, all can be done on the phone
- Security/Reception Desk see all the registration/check-in records and print stickers as needed
- Very effective solution for large events with multiple entry doors
- Highly secured and geofenced

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50%+

Savings in deployment and operations for visitor management with Virtual Kiosks



Self Service Kiosk options



Source anywhere in the world with standard off-the-shelf components.
No proprietary hardware or vendor lock in.



Wall-Mounted Collar



Table-Top Collar



Table-Top Podium



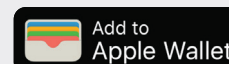
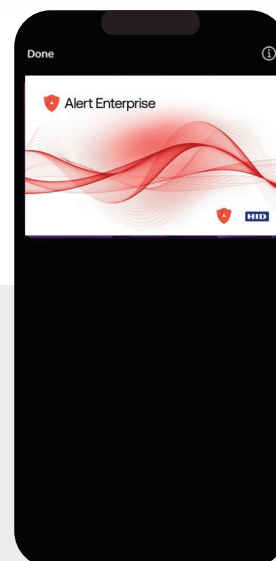
Floor-Standing Podium



Managed Service Desks

Have a staffed reception and want to maintain a face-to-face check-in experience? We have got you covered. Source anywhere in the world with standard off-the-shelf components, no proprietary hardware or vendor lock in.

Flexible options for printing consumables from thermal, pre-printed and self-expiring. Source anywhere in the world directly.



NFC Wallet Access for Visitors

Want to provide your visitors with a frictionless experience, but with the same level of security and governance you have for your workforce? We've got you covered with the AE Mobile wallet, currently available on the Alert Enterprise app. Coming in early 2024 as a web-based credential without any app required for visitors.

- Corporate places and spaces
- Secure printing
- Logical access
- POS systems
- Electronic lockers
- Vending
- Payment



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Additional Features

Multilingual.

Front desk or back office, the entire application is multilingual for your workforce and all guest-facing components to cater to even the largest enterprise. All while providing a friendly local experience that reflects your brand.



Custom Messaging & Branding.

We've got all the tools you need to ensure your guests arrive safely, have an exceptional experience and see the extension of your brand reach right on their mobile phone!



Safety, Security and Compliance.

- ID verification
- Enforced escort check-in policies
- NDA management
- Training validation
- Configurable branding and corporate messaging
- Health & Safety policies
- Local watchlist, federal criminal history checks and workflow approvals





Alert Enterprise

Physical Access Control Integration.

Visitor Identity Management software is pre-integrated with leading Physical Access Control Systems (PACS), extending the same level of protection for visitors and contractors as internal staff, enforcing request approval before granting access through the enterprise-class workflow engine.

[See the full list of our integrations](#)

SAMPLE PHYSICAL ACCESS CONTROL SYSTEMS

avigilon

brivo

DMP

Genetec

Honeywell

LENEL•S2

nedap

SIEMENS

tyco



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