Visitor Management System (ViMS) for Residential Building

FOR MULTI-TENANT RESIDENTIAL BUILDINGS, THE CORE REQUIREMENT WILL BE ON SECURITY AT THEIR PREMISES DUE TO HIGH NUMBER OF HOUSEHOLD MEMBERS FROM DIFFERENT TENANTS AS WELL AS EXTERNAL PEOPLE SUCH AS VISITORS, CONTRACTORS OR VENDORS COMING IN AND OUT FROM THE PREMISES.

1 With the residential building with different Tenants, the building management must be able to easily validate each Visitors do indeed have appointments with the Tenants before allowing Visitors to enter the premises

2 Easy control and management of visitor parking spaces as normally they have limited available parking

3 Due to the pandemic, most of building management are now looking for solution that allow automated verification and self-service application to reduce the need to have face-to-face interaction as well as minimize the required manpower to manage the new standard operating procedure imposed.

BENEFITS OF HAVING VISITOR MANAGEMENT SYSTEM

Visitor registration verified against

National IDs

Driving Licence

Potentially other national credentials

COVID-19 Requirement for Visitor

- Registration of visitor contact details together with temperature data
- Easy contactless self-filling up of Health Declaration form by visitors
- Auto alert or no check in allowed if temperature above limit or visitor do not complete their health declaration form
- Limiting on number of visitor allowed in the premises to ensure no over crowding

Compliance to Personal Data Protection Act

- Keep visitor information confidential by not exposing the information openly on a log book.
- Option to store only last 4 digit of identification number and not store any images of credentials scanned
- Information is secured with proper encrypted database and only authorize personnel can access the information.
- Every access into the system is tracked with audit trail where every transactions is traceable for investigation purposes if any breach occurred.
- Auto-delete configuration is available where all visitors' information will be deleted at certain time.

ISO 27001 Secure Physical and Environmental Areas Audit Compliance

- Control of who can access specific location of the organisation for staff, visitors and external cleaners/facilities maintenance resources.
- Manage controls for incoming materials (e.g. deliveries) and outgoing materials at Delivery & Loading Areas.

Easy Pre-Appointment Management for Multiple users

- Employee of Tenants of the Building can easily create pre-appointment of Visitor coming and Visitor will receive email of appointment details together with QR Code.
- Receptionist or Guard is able to easily check the Visitor has an appointment by scanning the QRCode or pull out the data from the system to remove manual process and they do not have to manually call the Tenants.
- Alternatively, visitor to do Self Check In using the QRCode at the self-service kiosk
- For higher security location, system to support additional level of approval requirement before any appointment is allowed
- Appointment can also be requested by Visitor with confirmation to be approve by Host

Management of Visitor Parking Space

- System track number of available parking spaces for visitor

Alerts to Tenants

- Once Visitor is Checked In, an alert will be sent to the Tenant who is hosting the Visitor via email, SMS, telegram chat app or CALMS Host Mobile App
- Upon request of appointment by visitor, Tenant will receive alert to approve or reject the appointment request

Safety Briefing Management

- System only allow visitor or contractor to check in if they have a valid Safety Briefing
- Digital Safety Briefing that allows enrolment of Safety Briefing over the counter or others with QRCode scanning
- Automatically tracked against expiry

Overstay

- Every visitor registered can be assigned with number of hours allowed and system give alerts once overstay
- Alert can also be sent to Visitor & Tenant especially if they are taking up the parking space

Blacklist

- Anyone within the blacklist cannot be checked in

CCTV/Webcam integration

- Every check in/out transactions enable visitor photo capture from the CCTV or webcam for the purposes as material check in/out verification
- Alternatively, use image of driver & licence plate images from CCTV

Integration with Access Control

- Once a visitor is checked in, system will issue visitor pass in the form of Cards, QRCode, biometric such as face or fingerprint as well licence plate approved
- Visitor to use Visitor Pass for authentication at the access control
- Upon the visitor exiting, the system will automatically check out the visitor from the system
- Likewise, the Visitor Pass can also be issued during the pre-appointment such that visitor can have immediate access during the appointment time

Secure QR Code

- Host and Visitor can be issued with encrypted QR Code for access to premises
- QR Code scanner provided can be integrated with any access control controller via Wiegand interface

Other modules

Self Service Kiosk

Mobile App for Staff

Mobile App for Guard