

A high-angle photograph of a modern shopping mall interior. The space is multi-level with white railings and glass balustrades. In the center, a black car is displayed on a raised platform. A double escalator with glass sides is visible in the lower right. People are seen walking on the ground floor. The lighting is warm and ambient.

Visitor Management System (ViMS) for Shopping Mall

FOR SHOPPING MALL, THE CORE REQUIREMENT WILL BE ON SECURITY AT THEIR PREMISES DUE HIGH NUMBER OF EMPLOYEES FROM DIFFERENT TENANTS AS WELL AS EXTERNAL CONTRACTORS/VENDORS SERVICING THE TENANT WHERE A HIGH NUMBER OF THE EMPLOYEES ARE PART TIME WORKERS. ALSO, THERE ARE MANY ENTRANCES INTO THE MALL.

- 1** Seamless management of application & approval of Contractor allowed to work in the Mall as well as ability to easily check and verify the Contractors servicing various Tenants are legitimate and have the necessary approval especially if they are working during non-operational hours.
- 2** Manage registration daily deliveries in and out of the loading bay before being allowed to the loading bay
- 3** Employee of Tenants and Contractors going into the premises have gone through the necessary Safety Briefing and with the COVID 19 environment, daily temperature capture & entry record procedure is a must. Taking into consideration the high turn over of Tenant's employee as most are temporary workers.

BENEFITS OF HAVING VISITOR MANAGEMENT SYSTEM



Visitor registration verified against



National IDs



Driving Licence



Potentially other national credentials



COVID-19 Requirement for Contractor

- Registration of Contractor contact details together with temperature data
- Easy contactless self-filling up of Health Declaration form by Contractors
- Auto alert and prohibit access for visitors with abnormal temperature or incomplete health declaration form.
- Limiting on number of visitor allowed in the premises to minimise overcrowding.



COVID-19 Requirement for Employee

- Dedicated URL link for employees to update daily health declaration.
- Integrated with Facial Recognition to automatically capture temperature data & verify the health declaration done before entry is allowed.



Compliance to Personal Data Protection Act

- Keep visitor information confidential by not exposing the information openly on a log book.
- 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.



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.



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



Alerts to Tenants once Visitor has Checked In



Once Visitor is Checked In, an alert will be sent to the Staff who is hosting the Visitor via email, SMS, telegram chat app or CALMS Host Mobile App



Easy Pre-Appointment Management for Multiple users



Employee of Tenants of the Mall can easily create one time pre-appointment of Contractor coming and Contractor will receive email of appointment details together with QRCode.



Mall Security is then able to easily check that the Contractor has an appointment by scanning the QRCode or pull out the data from the system and they do not have to manually call the Tenants.



Contractor can also do own self Check in using the QRCode at the self service kiosk



If required, system can enable additional level of approval requirement before any appointment is allowed.



Upon checkin into the system, each Contractor can be issued with a Contractor Pass that can be in the form of Sticker Label printed with details & QRCode or actual Card for longer term Contractor.



Appointment can also be requested by Visitor with confirmation to be approve by Host



Overstay



Every visitor registered can be assigned with number of hours allowed and system give alerts once overstay



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 Contractor is checked in, system will issue visitor pass in the form of Cards, QRCode or biometric such as face or fingerprint.



Contractor to use Visitor Pass for authentication at the access control.



Upon the Contractor exiting, the system will automatically check out the Contractor from the system.



Likewise, the Contractor Pass can also be issued during the pre-appointment such that Contractor can have immediate access during the appointment time.



Other modules



Self Service Kiosk



Mobile App for Staff



Mobile App for Guard



Gold Microsoft Partner



ISO 9001: 2015 CERTIFIED



CALMS Technologies Sdn. Bhd.

Block DC3, Server Farm, UPM-MTDC Technology Centre, Universiti Putra Malaysia, 43400 Serdang, Selangor, Malaysia.

Telephone +603.8959.7343
Telefax +603.8959.7342

Enquiries peaceofmind@calms.com.my
Log on to <http://www.calms.com.my>