GLOBALVOX

Client

EASEVisitor

About

GlobalVox's custom application development service division played a vital role in developing a state-of-the-art cloud-based visitor management system for OCR Service Inc called EASE Visitor. The system aimed to streamline the visitor registration process while offering a range of advanced features to improve the visitor experience and enhance the overall security of the facility. The system included the following features:

1. Web-based Kiosk application for Visitor Registration, Check-in/Check-out, Deliveries and Pickups: The system allowed visitors to easily register themselves, check-in, check-out, and manage deliveries and pickups via a web-based kiosk application. This made the visitor registration process more efficient and reduced wait times.

2. User-based configurable dashboard: The system included a user-based configurable dashboard that allowed administrators to identify the busiest hosts and locations (Enterprise only), drillable visit statistics and graphs. The dashboard also offered advanced filtering and export capabilities to generate customized reports in PDF/XLS formats.

3. Bulk upload and export of Visitor and Employee data: The system allowed administrators to upload and export visitor and employee data in bulk, making it easier to manage large volumes of data.

4. Email workflow notification for the visit lifecycle (including Emergency notifications): The system enabled administrators to set up email workflow notifications for the entire visit lifecycle, including emergency notifications, to ensure the smooth running of the system.

5. Contactless Check-In via QR Code (using visitors own device): The system supported contactless check-in via QR code, allowing visitors to check-in using their own device.

6. Company-specific policies: The system allowed administrators to upload multiple company policy documents, including NDA's Terms and Conditions, etc. per location.

7. Configurable visitor questionnaire: The system included a configurable visitor questionnaire, allowing administrators to capture visitor information as required.
8. Unlimited hosts: The system supported an unlimited number of hosts, making it easy to manage visitors across multiple locations.
9. Evacuation management: The system included an evacuation management feature that allowed administrators to quickly and easily identify and locate visitors in the event of an emergency.
10. Configurator tool for Visit and Visitor-related needs: The system included a configurator tool that allowed administrators to configure various visit and visitor-related needs, such as different badge colors for different types of visitors, early check-ins, capturing a picture of the visitor, easy visit duplication process, electronic visitor signature on policy documents, etc.
11. Denied Party Screening checks on your visitor: The system included a denied party screening feature that allowed administrators to screen visitors against a denied party list to ensure compliance with relevant regulations.
12. Multiple Location setup: The system supported multiple location setups, making it easy to manage visitors across multiple locations.
13. 3rd Party Integration with Calendars, ID Scanning, Time & Attendance, etc.: The system supported third-party integrations with calendars, ID scanning, time and attendance, and other relevant systems.
14. SMS workflow notification for the visit lifecycle (including Emergency notifications): The system supported SMS workflow notifications for the entire visit lifecycle, including emergency notifications, to ensure the smooth running of the system.
15. ITAR Compliance checks on visitors: The system included ITAR compliance checks on visitors, requiring visitors to provide their citizenship, a mandatory picture, and review company policy documents before check-in.
16. 3rd party integration with access control devices: The system supported third-party integrations with access control devices, making it easy to manage visitor access across multiple locations.

The development of the EASE Visitor system by Globalvox's custom application development service division helped OCR Service Inc streamline the visitor registration process while improving security and enhancing the visitor experience. The system's advanced features allowed administrators to manage large volumes of data efficiently while also providing visitors with a seamless check-in and check-out experience.

During the development of EASE Visitor, GlobalVox added significant value to the project through its expertise in custom application development. Some of the key value additions by GlobalVox during the process of development of EASE Visitor are as follows:

1. **Requirement analysis:** GlobalVox's team of experts analyzed OCR Service Inc's requirements in detail and provided valuable insights to develop a comprehensive visitor management system that addressed the specific needs of the organization.
2. **Scalability:** The development team at GlobalVox ensured that the system was scalable and could accommodate future growth in visitor traffic and data volume.
3. **User experience:** GlobalVox focused on developing a user-friendly interface that provided visitors with a seamless check-in and check-out experience while also enabling administrators to manage the system efficiently.
4. **Security:** The development team at GlobalVox prioritized security and compliance requirements, ensuring that the system was fully compliant with relevant regulations and included features such as denied party screening checks and ITAR compliance checks on visitors.
5. **Integration:** GlobalVox seamlessly integrated the EASE Visitor system with third-party systems such as calendars, ID scanning, time and attendance, and access control devices, enhancing the functionality of the system and providing administrators with a comprehensive view of visitor management across all locations.
6. **Customization:** GlobalVox's development team provided customizations to the system to meet specific needs of OCR Service Inc, including company-specific policies and a configurable visitor questionnaire.
7. **Testing:** GlobalVox conducted comprehensive testing of the system to ensure its reliability, functionality, and usability.

During the development of EASE Visitor, GlobalVox added significant value to the project through its expertise in custom application development. The GlobalVox team faced several challenges as well in the process. However, the team's expertise and experience in custom application development helped them overcome these challenges and deliver a comprehensive and efficient visitor management system. Some of the challenges faced by the GlobalVox team and how they overcame them are as follows:

1. **Integrating third-party systems:** Integrating EASE Visitor with third-party systems such as calendars, ID scanning, time and attendance, and access control devices was a complex task. The GlobalVox team overcame this challenge by conducting extensive research and testing, working closely with the third-party vendors, and

leveraging their expertise in custom application development to seamlessly integrate these systems with EASE Visitor.

2. **Compliance and security requirements:** EASE Visitor needed to be fully compliant with relevant regulations and security standards. The GlobalVox team overcame this challenge by conducting thorough research, understanding the specific compliance and security requirements of OCR Service Inc, and implementing the necessary features such as denied party screening checks and ITAR compliance checks on visitors.

3. **Scalability:** EASE Visitor needed to be scalable to accommodate future growth in visitor traffic and data volume. The GlobalVox team overcame this challenge by designing and developing a scalable architecture that could handle large volumes of data and visitor traffic, while ensuring high performance and reliability.

4. **User experience:** The GlobalVox team understood the importance of a seamless and intuitive user experience for both visitors and administrators. They overcame this challenge by conducting user research and testing, designing a user-friendly interface, and providing a range of features such as contactless check-in, configurable visitor questionnaires, and electronic visitor signatures on policy documents.

5. **Customization:** OCR Service Inc had specific requirements and policies that needed to be incorporated into the EASE Visitor system. The GlobalVox team overcame this challenge by providing customization options, such as configurable company-specific policies and a configurable visitor questionnaire, to meet the specific needs of OCR Service Inc.

Overall, the GlobalVox team overcame these challenges through a combination of expertise in custom application development, research, testing, collaboration, and innovation, resulting in the successful development and delivery of a comprehensive and efficient visitor management system, EASE Visitor.

As a value-added reseller (VAR), GlobalVox not only helped OCR Services Inc to develop and deliver EASE Visitor but also helped them to sell and implement the solution at various client locations. GlobalVox's expertise in custom application development, sales, and implementation made them an ideal partner for OCR Services Inc to expand their reach and increase revenue through the sale of EASE Visitor.

As a VAR, GlobalVox provided a range of services to OCR Services Inc, including:

1. **Sales support:** GlobalVox provided sales support to OCR Services Inc by leveraging their expertise in custom application development and visitor management solutions to help them close deals with potential clients.
2. **Implementation support:** Once a client had purchased EASE Visitor, GlobalVox provided implementation support to OCR Services Inc, ensuring that the system was properly installed and configured at the client site.
3. **Training and support:** GlobalVox also provided training and ongoing support to OCR Services Inc and their clients, ensuring that they had the necessary skills and knowledge to use and maintain the system effectively.
4. **Customization:** As a VAR, GlobalVox was able to provide customization options to OCR Services Inc and their clients, such as configuring company-specific policies and a configurable visitor questionnaire, to meet specific needs and requirements.

By providing these services, GlobalVox helped OCR Services Inc to expand their customer base and increase revenue by selling and implementing EASE Visitor at various client sites. GlobalVox's expertise in custom application development and visitor management solutions also helped to enhance the value of the solution, making it a more attractive offering for potential clients.