

Service description

System Pass

Safety inductions

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1 What is System Pass?

Ensure safety and compliance before entry

Eliminate liability with verified inductions and protect people and premises. System Pass is a digital safety induction service that provides access to pre-prepared content, which can be completed at any time and from anywhere, and is also reliably documented.

- For organization: Reliable and managed induction process that saves on costs.
- For personnel: New digital induction solution saves time and ensures peace of mind.
- For those participating in inductions: Digital inductions are easy to access, regardless of time or place.

The most important features of the service are easy editing for up-to-date materials, standardized induction quality with any type of device, and verified results of completed inductions.

And with us, it's not just about software and hardware. Our operations are based on lasting customer relationships where we produce value in every step of our shared path, from design to implementation, support, and development. We understand your needs, implement the best possible solution, and take responsibility for our services – now and in the future.

2 Who is System Pass designed for?

The need has increased for verified safety inductions and training performed via remote connections, independently at the workplace, or on-site at the hosting location. System Pass has almost unlimited applications for different types of needs, such as:

- Safety training for construction sites and the industrial sector. Instructions can be reviewed before entering the site or on-site using a self-service kiosk.
- Transport drivers, security guards, and other service providers. A completed induction may be a prerequisite for access to selected premises.
- Company visitors. Companies and properties can integrate inductions into their visitor management processes.
- Employee onboarding and internal communication. In busy situations, such as those involving substitute employees, ready-made inductions can be provided immediately.

3 Key benefits

- **Increased safety:** With quality inductions, you manage risks and improve the safety of people, data, and facilities.
- **More reliable operations:** Standardized induction content reduces human error, and verified completions take care of responsibilities, giving you peace of mind.
- **Ease and flexibility:** Inductions are easy to complete anytime, anywhere, on any device. Performances are simple to track and report, for example, for audits.
- **Cost savings:** A managed, consistent, and scalable digital approach saves time and costs compared to traditional training methods.

4 Service content

4.1 Service delivery and customer success

Signing the paperwork will not get rid of us; we will continue to care. In addition to solutions of the highest quality, our service also includes constant maintenance and development, as well as outstanding support services.

Delivery and deployment

- A kick-off meeting and defining an individual solution based on your needs.
- A designated project manager for direct contact and easy transactions during the project.
- A turnkey solution and training for different groups.

Support services 8:00 a.m.–4:00 p.m. (UTC+2)

- Your support requests are answered by our own staff, the very people who know our services inside out.
- Email support with no auto-replies. You'll be contacted by a real person.
- No waiting on hold when you call us. We respond fast.
- On-site supplies and device replacements.

Monitoring and services for optional devices

- If your delivery includes optional devices, such as self-service kiosks, our services always come with continuous monitoring and remote control, as well as a guarantee included in the monthly fee.
- Automatic error reporting monitors the availability and health of the system as well as the background processes, self-service kiosks, and integrations.
- Automatic real-time alert notifications to Systemam support for any detected issues.

Development and updates

- We are constantly developing our services so that our customers get the best possible solutions for their needs – now and in the future.
- Updates take place remotely and generally after normal business hours.

4.2 SaaS service features

Systemam Pass is a complete solution consisting of a SaaS service platform (environment, databases), background processes, desktop, and mobile web interface, as well as optional self-service kiosks and integrations.

Pass allows various user levels for different types of users, e.g., users restricted to content management with no access to personal data, and users restricted to specific inductions/courses.

Content creation and editing

The content is created and edited by the customers themselves. Creation and editing is done with an online editor, such as Microsoft Word or a similar solution.

The material may include, for example, images, videos, or PDF documents, dragged and dropped from your desktop. Any changes in the material will be immediately shown in the material once saved.

Content may also be created in standard HTML format, in which case the editor can be displayed in the code view. This means that practically any HTML content can be used for induction content as such.

You can use folders to categorize and organize your content.

Induction in practice – How does it work?

- 1 The desired content is created, and a possible exam is set up. You can include any number of questions, selecting the desired number at random for each exam.
- 2 A personal link will be sent by email and/or SMS to participants to begin the induction. A shared link can also be used in cases where you are providing a single link on the intranet, for example. The participants will still sign in separately.
- 3 The invited persons complete the induction, verifying their knowledge level with a possible exam.
- 4 The completed inductions are recorded in the system.

Reporting

Induction performance may be displayed per target, by participant, or more extensively by using a variety of statistics. The data is always downloadable in Excel format into the company's own database.

Exam results yield plenty of information on the person who completed the exam, the time spent, the exam date, and any exam questions and answers.

Each performance will also automatically result in a report in PDF format, the layout of which can be customized to match the company's look and feel. The report can also be sent automatically to the desired address and/or to the person who took the exam.

User's views

The user (the person completing the induction) is able to glance at a single page to see what they are expected to complete, and what they have done so far. The user may also retake exams, and the company can specify tutorials for the user to study independently.

4.3 Tailoring and integrations

The technical platform of our service enables flexible integration into our customers' systems. This can be used, for example, to automate new employees' inductions, the sending of instructions to event participants, or other features.

We also offer optional self-service kiosks that enable easy and verified inductions on-site.

Our strength lies in our flexibility and in our speed in responding to various customer needs. This allows us to build the System Pass service to meet your exact requirements. We are an agile partner in the implementation of integrations into third-party systems.

The service layout, document templates, and other visual elements can be tailored to conform to customer needs.

Integration with System Visit Visitor Management

Our System Visit and Pass services provide the most effortless combination of visitor management and smooth inductions. When Pass is integrated into the System Visit Visitor Management service, you can organize any training necessary for a building's visitors either before their arrival or on location. A single visitor path can contain several introductory contents.

Guests who have not completed the induction or whose induction has expired will automatically receive a link to complete the induction before they arrive. Inductions can also be performed on a self-service kiosk upon arrival, where the validity of all inductions is always verified in any case.

5 Version management

System uses internal version management so that all previous versions of our software are always on hand and can be rolled back into production if a new version has a flaw not detected during the testing phase.

All deliveries are based on the same core of the service, but the architecture also allows customization of the software for specific clients. This can be implemented in a way that every update can still be delivered to customers at the same time to ensure that all customers are always using the latest version of the service.

6 Data security

- System Pass is developed following the industry's best practices for data security, and the system is maintained by System Oy personnel.
- Personal data is processed following the Finnish Personal Data Act 523/99 and the EU General Data Protection Regulation 2016/679 (GDPR).

- We do not track or redistribute information collected through the service.
- The service is provided in Finland, by a Finnish ISO–certified access service provider. Our data security has been extensively audited by an independent operator.
- System continuously monitors the availability of the service.
- Our customers own the data being stored in our system.
- A more detailed security description is available upon request.