

Service description

System Visit

Visitor management

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1 What is System Visit?

Elevate your front desk into a seamless, automated experience

System Visit is Finland's leading cloud-based visitor management system. It makes your reception smooth and efficient, securely and reliably records visitor information, reduces costs, and creates a lasting and unforgettable first impression.

- **For visitor:** An improved visitor experience with instructions for arrival and quick sign-in.
- **For personnel:** An effortless method for inviting visitors and ensuring a positive first impression.
- **For organization:** A safer way of operating with smaller costs.

The most essential features of the service are its secure processing of visitor data, seamless visitor flow, and the possibility to expand the service with integrations according to your specific needs.

And with us, it's not just about software and hardware. Our operations are based on lasting customer relationships where we deliver 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 the responsibility for our services – now and in the future.

2 Who is System Visit designed for?

In today's world, every organization should keep tabs on everyone who comes in and out of its premises and also take an interest in the visitor experience. Let us help you!

Our service is aimed at customers who want to improve visitor management and ensure the best possible visit experience for their guests. Whether your needs are large or small, we've got you covered! System Visit is suited for receiving occasional guests up to thousands of daily visitors, as a self-service or together with the front desk.

Its versatility enables its use in very varied environments, from small offices to large companies, agencies, corporate hotels, and industrial plants. Whether it's company guests, contractors, event visitors, or factory tour participants, electronic visitor management is a safe and efficient way to know precisely who moves around your premises – and to make a great first impression.

3 Key benefits

- **Increase safety:** Protect people and your premises right from the start. Know who is present on your premises and manage the flow of people. Prepare safety inductions and send emergency alerts.
- **Boost efficiency.** Save time and money. Automate reception tasks, including arrival instructions, visitor sign-ins, and notifications. Ensure a smooth and hassle-free visitor experience that benefits both you and your guests.
- **Store and lead with data.** Be audit-ready, comply with the GDPR, and protect your guests' privacy. Comprehensive data enables visit analysis and operational optimization.
- **Elevate your brand.** Make a great first impression. Show your visitors that their experience matters. A premium visitor experience highlights your brand through high-quality communication, visitor badges, and self-service kiosks.

4 Service content

4.1 Service delivery and customer success

Signing the paperwork will not get rid of us; we will continue to care for you. 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 requests are answered by our own staff – the very people who know our services inside out.
- Support without auto-replies. A real person will contact you quickly.
- On-site supplies and device replacements.

Monitoring and remote control

- Our services always come with continuous monitoring and remote control of equipment, 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.
- Systemam Visit visitor management is updated several times a year automatically for all customers.
- Updates take place remotely and generally after normal business hours.

4.2 SaaS service

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

Typical setup

- Visitor management service with predefined visitor profiles and settings.
- Web-based tool for management, and credentials for main users and front desk personnel.
- Added functions such as:
 - Single-Sign-On (SSO) for easy access to the web service.
 - Synchronization of host data (AD) to automate the upkeep of visitor management host data from your own systems to the Systemam Visit service.
 - Calendar function that enables pre-registering/inviting visitors directly by sending meeting invitations from your calendar (Outlook, Google Calendar, Apple Mail) or directly from the meeting room booking function.

Support for multiple companies / locations / user groups within a single system

System Visit is ideally suited as a centralized visitor management solution for multi-tenant properties and organizations with multiple locations. The service can include separate profiles with their own data, statistics, settings, user accounts, visitor badge templates, messages, and even customized branding if desired. Thanks to the system's scalability, organizations typically operate all offices within a single service environment. In shared properties, one system — and even a single self-service kiosk — can seamlessly serve multiple companies while still providing each organization with its own individualized visitor management experience.

Web service/dashboard functions

- Web-based tool for managing visitor data and system settings.
- Support for the common modern browsers, no software installations needed.
- Multilingual easy-to-use interface.
- Various user levels.
- Administrators of each visitor profile can manage their own settings. These include data gathered from the visitors, the flow of the self-service kiosk, default languages, and the messages and information sent to the visitor before and after their visit.
- Statistics and monitoring of visitor data.
- Data export and import functions.
- Functions for front desk personnel to sign visitors in and out, print visitor badge cards, and send invitations and notifications of visitor arrivals. Ability to follow the visitor flow and plan ahead by printing visitor badges in advance, etc.
- External printers, QR code readers, cameras, and NDA tablet functions can be used with the reception setup.
- Emergency alerts for all visitors and hosts can be sent in case of an emergency (predefined or customized before sending).

Typical visitor features

- A visitor can be entered in the System Visit solution in two ways: As an invited/expected visitor or an ad-hoc visitor.
- Invited visitors will receive a company-specific pre-arrival message. Typically, the advance message is delivered the day before the visit. The message is always individually configured and can include a wide variety of functions for the visitor, such as reviewing their own information, performing orientation training, or accepting NDA terms. The message will also

provide important information to the guests for arrival and possibly instructions for parking, as well as help with navigating the premises.

- The pre-arrival message includes a code, which makes signing in especially fast.
- Upon arrival, the invited visitors can sign in at the self-service kiosk with their name or the code they received in advance. Or they can also use their mobile phone, depending on the profile-specific configurations.
- When signing in on the self-service kiosk, the system guides the visitor in the selected language.
- At the end of sign-in, the visitor will typically receive a visitor card with their name and photo printed on it. The system automatically sends an arrival message of the incoming visitor to the host via email and SMS (and possibly also a call).
- The visitor card can contain a visit-specific identifier, such as a QR code, which the visitor can use when signing out at a kiosk or at the front desk at the end of the visit.

Typical host features

- Easy invitations using the employee's calendar.
- The host is notified with an email and/or SMS when their visitor arrives.
- The host can directly respond to the arriving visitor with a ready-made reply or a custom message.
- The visitor's photo can be displayed to the host to ease recognition.
- From the web service, hosts can have visibility to their visitor data and manage their contact information.

4.3 Optional self-service kiosks

Our dedicated self-service kiosks enable fully automated sign-in, or they can also be used to complement your front-desk services. The elegant kiosks are made in Finland and offer guidance in several languages.

System X

- 22" monitor
- Freestanding model
- Adjustable camera
- Integrated visitor badge printer
- User interface customized with the customer's brand colors and logos
- Container for the plastic sleeves of the visitor badges
- Side hook for lanyards
- Lockable compartment for visitor badges



System Table X

- 16" monitor
- Tabletop model (can be fastened to the table with screws)
- Adjustable camera
- Integrated visitor badge printer
- User interface customized with the customer's brand colors and logos



System Lite

- 16" monitor
- Tabletop or wall-mounted model
- Adjustable camera
- Printer available separately
- User interface customized with the customer's brand colors and logos



System SignOut

- Separate kiosks for easy sign-out
- Freestanding model
- Time-stamped sign-out with the QR code reader
- Lockable compartment for visitor badges
- Optional container for the plastic sleeves of the visitor badges
- Can be used to control the gate/door for exiting the building



4.3.1 Operating environment requirements

- **Temperature:** The device should be used only in environments with a temperature range of +5°C to +35°C.
- **Humidity:** The relative humidity of the operating environment should remain between 20% and 80% without condensation.
- **Dust:** The device should be operated in a dust-free environment or in a reasonably dusty space where dust does not accumulate inside the device.
- **Lighting and Placement:** The device should be placed so that it is not exposed to direct sunlight, which can cause fading or overheating. Additionally, the display should be positioned to minimize reflections, improving user comfort and reducing eye strain.
- **Ventilation:** Ensure that the monitor's air intake and exhaust vents are not obstructed. Adequate ventilation is essential for proper operation and to prevent overheating.
- **Power Supply:** An incorrect power supply can damage the device and void the warranty.
- **Physical Placement:** Avoid placing the device on uneven surfaces or areas where it might experience mechanical stress.

4.4 Optional functions and integrations

Functions and integrations are at the core of our System Visit solution, and we are flexible and efficient in creating new ones. Here are some examples, but detailed descriptions of all functions and integrations can be requested separately.

System Pass safety inductions

Our System Pass service provides the most effortless combination of visitor management and smooth inductions. Together with System Visit, Pass provides the required training and

inductions for visitors either in advance or on-site. Pass sends invitations, takes care of training, and documents the completed inductions regardless of device, time, or place.

System Rooms room booking and meeting room displays

Our System Rooms solution integrates with your Microsoft 365 or Google Calendar, allowing you to book rooms while planning your meetings. No need to change your ways! When you book a meeting from your calendar, you can select an available space, and the reservation is automatically updated both in your calendar and on the room displays. Finding a free room on the go is just as easy. Thanks to the color-coded displays, you can see at a glance which rooms are available, and booking one takes just a tap.

Other room booking systems

The System Visit service can be integrated with third-party room booking systems, making it easy to use and transfer data from a single point. The room booking information will be transferred to our system, which means that our front-desk services will have access to information on any room bookings made in connection with visits, and visitors will receive this information in their pre-arrival message.

Parking and parking enforcement

Granting access to parking lots and parking facilities for visitors can be done in multiple ways. For example, a visitor can use a code from their pre-arrival message, and the integration will check if the visitor is allowed access on the basis of rules set in the integration. Exiting can be implemented, for example, by using license plate tracking in the parking facility.

The registration number entered by the visitor, before or during sign-in, can be integrated with an external operator's parking enforcement system. The registration number can also be recorded in the system for the property's own enforcement. A visitor's pre-arrival message can also contain a parking permit that can be printed before their arrival or at the self-service kiosk on site.

Authentication and access control

Our System Visit service includes different ways for handling visitor access control within the system. Rule-based access control enables passage through gates and doors with an access code or a visitor card QR code on a phone or a paper visitor card. These solutions are often utilized alongside existing access control systems on properties. For example, when a QR code is read on a mobile or paper visitor badge, the access permission is verified in System Visit, and the door is then unlocked. Our services can also be integrated with other access control systems, which means access rights can be determined for visitors within the relevant system.



KONE API Partner Ecosystem

Integration of System Visit visitor management with KONE systems enables the utilization of the smart characteristics offered by KONE elevators, turnstiles, and doors. This gives you the option to control and summon elevators directly from System Visit. You have the option to guide your visitor to the correct floor and room, for example, by using a smart elevator call after they have signed in. Visitor cards or mobile phones also function as an easy and safe access pass for visitors.

Campus services

Our self-service kiosks can be utilized for a wide range of services. The kiosks can also display any web-based content, for example, public transport timetables, cafeteria menus, or feedback surveys. Visitor cards can include Wi-Fi user IDs and passwords, and their QR code can be used in a multitude of creative ways, such as opening pre-defined storage boxes.

Digital signage

The System Visit service can be integrated with your existing info display solution. We support different systems. Convey internal information on visitors present at the facility or offer visitors additional information on their visit, such as welcome messages, guidance on how to get around on the premises, or safety instructions.

Remote lobby

With the remote lobby function, visitors can establish a two-way voice connection from a self-service kiosk to an occupied front desk or a control room, for example. The function allows the guest to receive personal service remotely, and a single employee can remotely serve multiple reception areas/self-service kiosks.

5 Network connection requirements and recovery from interruptions

The service is produced from a trusted server center and is automatically backed up. The self-service kiosks must have a functional network connection. We recommend a fixed cable connection as a network connection. For convenience, the network connection delay should be low (less than 100ms).

Interruption of communication with the self-service kiosks prevents the use of self-service. The device will return to use immediately when the network connection to the server center is restored.

If the data network connection from the customers to the server center is otherwise operational, the web service is still available. In the rare event of a serious disruption to the server center that would completely prevent use of the service, the customer is notified immediately. After such a malfunction has been rectified, operations will resume immediately for self-service devices and web service, as well as any integrations.

Problem cases are recorded and actively monitored. The time spent on resolving problems is recorded, and processes are used to further develop the solutions.

In the case of self-service kiosks, a spare device can be kept on hand, with the customer's specifications already in place. In the event of a complete breakdown of the device (e.g., due to vandalism), this will allow the reception capability to be restored very quickly, even on the same day.

6 Version management

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

7 Data security

- System Visit is developed in accordance with the industry's best practices for data security, and the system is maintained by System Oy personnel.
- Personal data is processed in accordance with the EU General Data Protection Regulation (2016/679, GDPR) and the Finnish Data Protection Act (1050/2018).
- We don't track or share personal data. We only use anonymized technical logs to keep the service reliable and secure.
- The service is provided in Finland by a Finnish ISO-certified access service provider.
- The availability of the service is continuously monitored by System.
- Our customers own the data being stored in our system and manage the retention period of this data.
- All communication between the user, self-service devices, integrations, and the service is strongly encrypted.
- A more detailed security description is available upon request.