

White Paper

On

Implementation of VisiteX - to efficiently manage the visitor flow at major Cell-phone operator in Northern India

Introduction

Every enterprise deals with several visitors on a daily basis. However, it is very difficult to manually manage the appointments of these visitors and keep a record of them. Moreover, proper management of visitors also forms an aspect of security management, which is one of the paramount concerns of every modern organization today.

In several organizations, the visitor management system doesn't exist beyond a visitor register, where the visitor has to do nothing more than right his name and sign. But now, several major organizations are taking visitor management to the next level by implementing systems like VisiteX.

The following is a case study of how VisiteX was implemented by a major cell phone operator in India.

About the Company

This Cell phone operator is India's largest integrated and the first private telecom services provider with a footprint in all the 23 telecom circles. Since its inception, they been at the forefront of technology and has steered the course of the telecom sector in the country with its world class products and services.

The businesses at this organization have been structured into three individual strategic business units (SBU's) - Mobile Services, Telemedia Services & Enterprise Services. The mobile business provides mobile & fixed wireless services using GSM technology across 23 telecom circles while the Telemedia Services business offers broadband & telephone services in 95 cities and has recently launched India's best Direct-to-Home (DTH) service, Digital TV.

The Enterprise services provide end-to-end telecom solutions to corporate customers and national & international long distance services to carriers.

Challenges

Based in NCR (National Capital Region ie. Delhi, Gurgaon & Noida) this organization gets more than 400 visitors per day per office, at five of their offices. There was not any mechanism to keep track of who they were supposed to meet, the time of their appointment and the time for which they were inside the facility. This created an unprecedented load on the security staff and also a big time waster to the employees. Besides being in the sensitive of the country, keeping track of visitors was very essential.

The management wanted to permit entry only on the basis of appointments, and as there wasn't any particular mechanism to keep track of appointments.

The challenge was to install VisiteX inside the facility and configure it as quickly as possible, for any delay would come in the way of the company's operations.

This organization uses Lotus Notes as their mailing & collaboration software. Integration to the same was one of the main challenges. There is an enterprise portal which helps in adding appointments to the system. The technology platform for this portal was on different technology and hence using XML based data transfer appointment was fetched in VisiteX.

Benefits from VisiteX

Designed with many such issues in mind, VisiteX was used to help this organization to manage their security in a streamlined and uniformed manner all across the enterprise.

VisiteX follows an appointment based system. Employees can directly create and manage appointments using VisiteX. Visitors can be granted access on the basis of appointments. There was a seamless integration to the enterprise portal and Lotus Notes.

It creates a photo ID cards which is issued to a visitors. It tracks several details like precise check-in and check-out times of visitors, number of visits to any particular employee or department, amount of time spent by a visitor inside the organization through these cards. It also keeps a detailed database of visitors who have visited before which is constantly updated.

A 'Control Office' facility was established using which the top management now gets a birds-eye view of the visitor flow all across the enterprise.

Several reports and statistical data can also be generated using VisiteX.

Installation

The project was implemented in 15 man days with the help of two resources onsite and one offshore.

The site inspection & preparation took place in three days. And since almost all the recommended hardware specifications were met the installation could start immediately.

Several minor customization & localization was need to configure VisiteX as per the customers needs. A combination of teams at off shore and onsite worked to finish this job in around 5 working days.

After installation, appointments were promptly imported to the system and the entire operation took no more than 2 days.

Training

Training was conducted to security staff at different levels. Many of the security staff were using the computers for the first time and hence even minor issues like using a mouse to shutting down the system also had to be explained . However despite of all this within 7 working days all the security guards were trained to use the application.

Post Installation

The system is now operational for almost 13 months at 24 X 7 mode without any major disruption. Though a exhaustive DR planned is in place , the same was evoked only for testing rather than any major disaster.

The system provides various reports in the form of a portal and also in the form of an email which is sent at the end of the day.

The average wait time at the reception has come down to just three minutes and data of more than .6 million visitors along with their photographs and other details are available for tracking back any suspicious visit. The security & management staff could be reduced by 30 % after the system is implemented.

The customer name is not disclosed at their request.