

# 50 SHADES OF



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# THE 50 SHADES OF J - MORE THAN JUST VISITOR MANAGEMENT

The feeling of safety can no longer be divided into black and white. In between is a variety of facets and gradations. This nowadays consists of a mix of personal service and technical support.

The user perceives his situation individually and would like to be treated in this way. In development and distribution, this is a difficult balancing act between an accessible standard solution and the constantly sought after USP.

What makes us attractive? What makes us incomparable?

JAMES is the essence of sustainable development in which both, the user requirements and the needs of security service providers, have been incorporated. These different perspectives have helped us, over the past few years, to develop with JAMES a Swiss pocket knife in the field of visitor management. JAMES creates a corridor with its many possibilities, which allows us to develop alongside a user, not only during the initial installation, but also continuously and sustainably.

On the following pages, we have compiled many interesting facts about our visitor management »JAMES«.

See for yourself ...



LUKAS ZIAJA  
*managing director*  
metaSEC

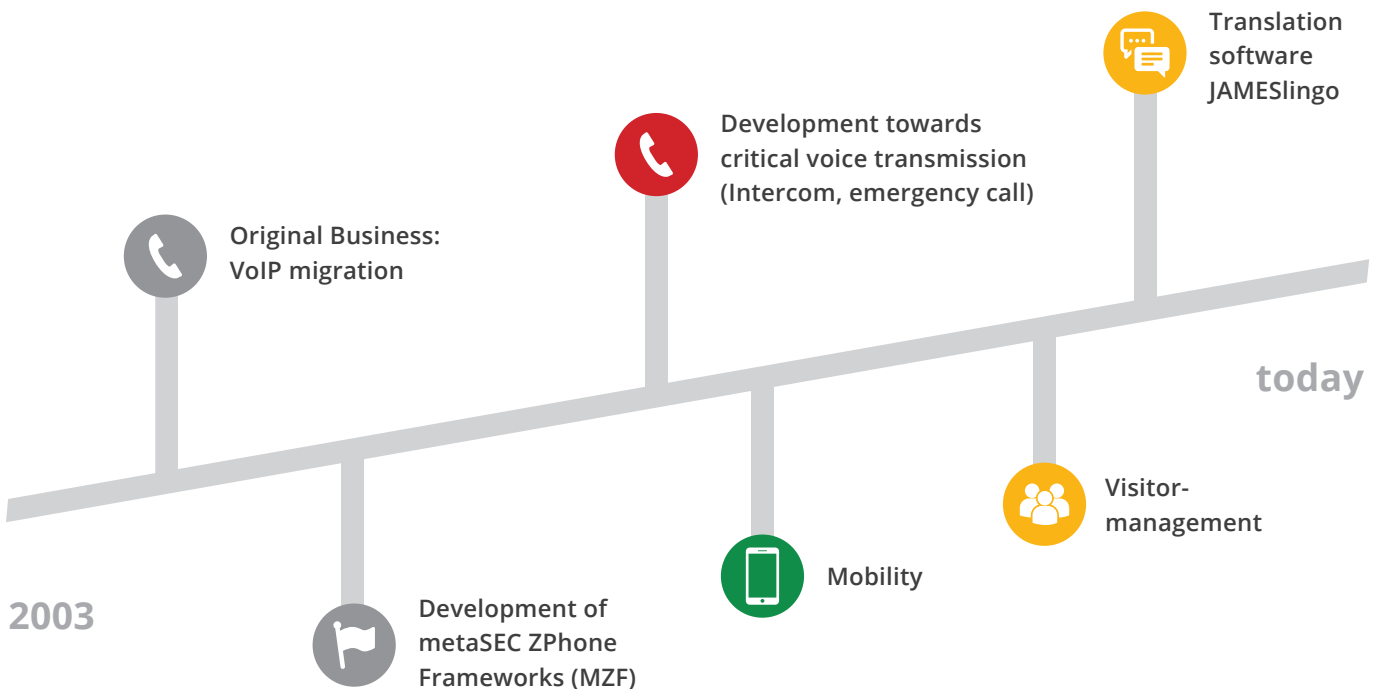
## FIND OUT MORE ABOUT METASEC

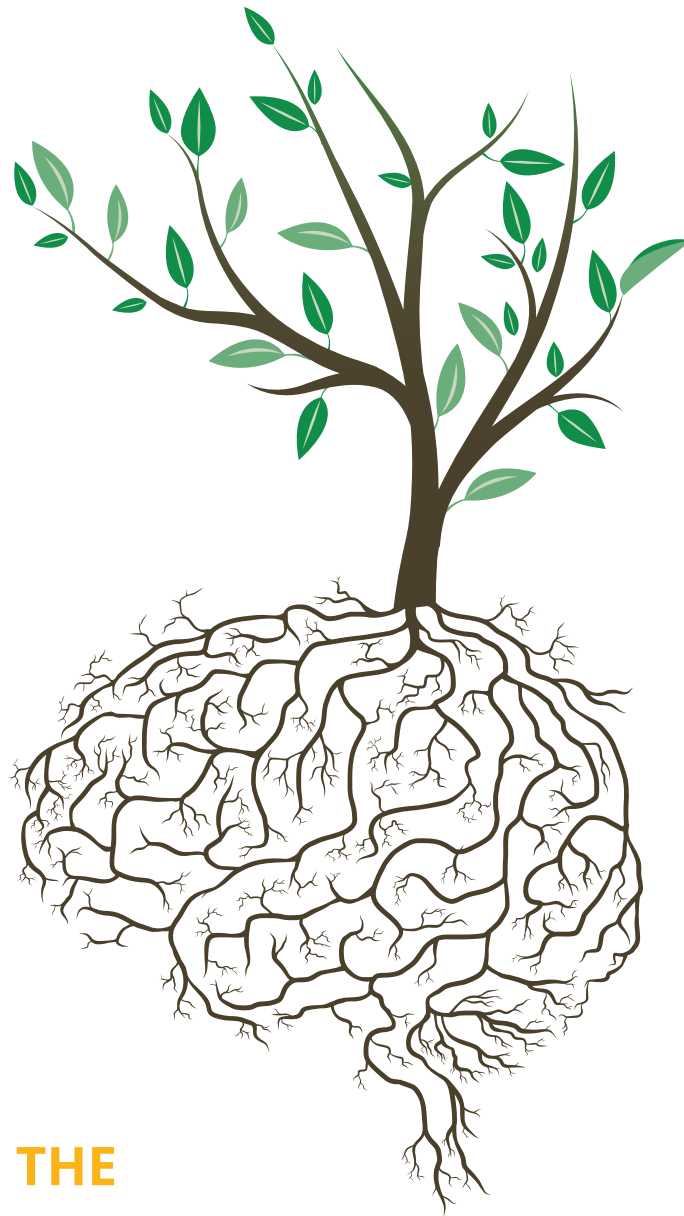


- Primary know-how - critical voice processes
- 100% self-funded and owned
- High independence and short decision-making processes
- Established in 2003
- Closely aligned with partners
- Continuous positive development
- External »think tank« for industrial users

## CAN YOU TOO?

Much of metaSEC's »evolution« is based on inquiries of our partners or trends, which have arisen in the past. Below is a brief timeline about the origin of our products:





## WELCOME TO THE »THINK TANK«

A small team is often more efficient and faster than a large organization. Industrial partners increasingly take advantage of this and outsource their research and development to metaSEC.

At the beginning of a new project there are often questions like »Is it technically possible?« and »Can you do this, too?«.

The goal is not always a finished product, sometimes and for the moment, it is about answering outstan-

ding questions based on a prototype.

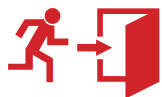
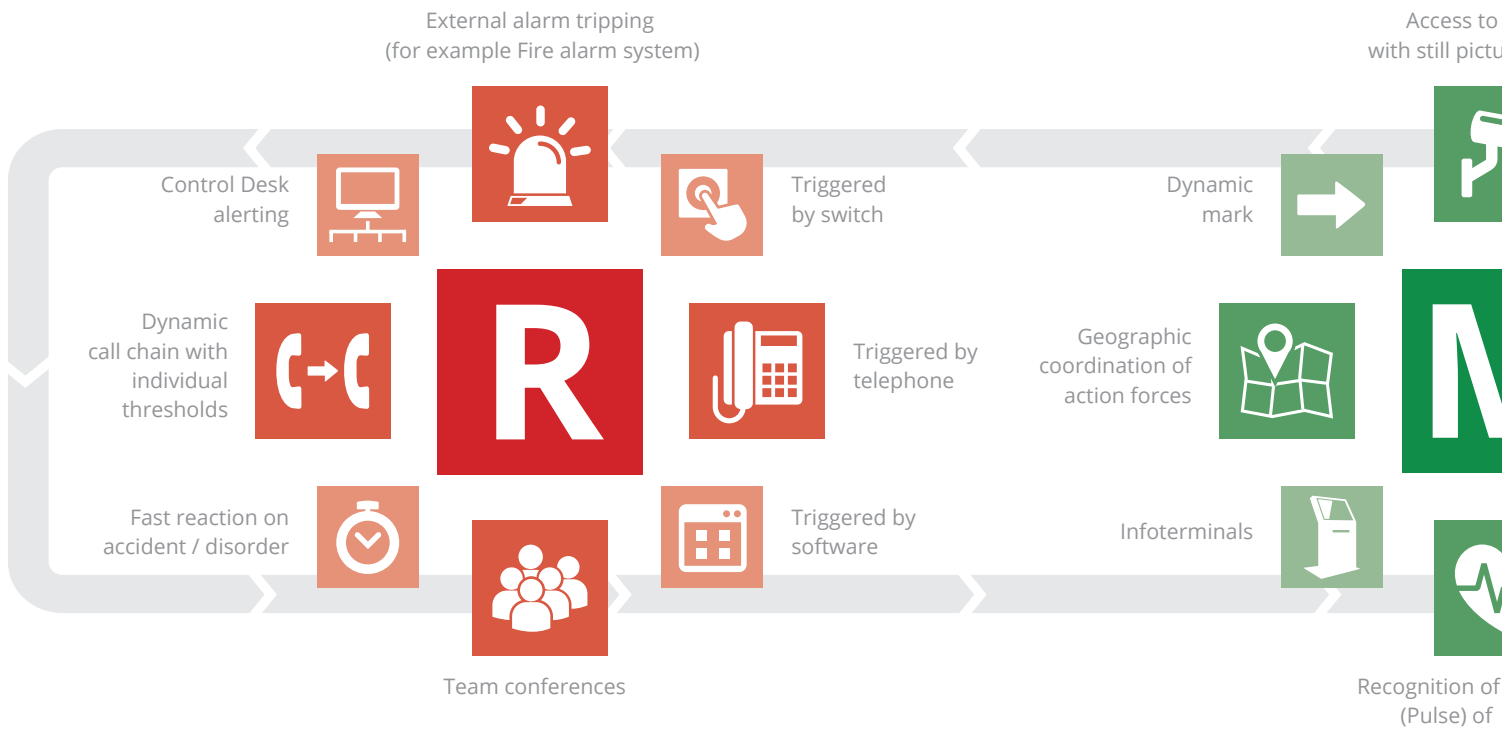
The development within a think tank allows us a practical view from the perspective of users and a product design which is present - and future-oriented.

**Take advantage of our potential and talk to us!**

# COMMUNICATIONS SYSTEMS

## ROGER INTELLIGENT ALARM AND COMMUNICATION SERVER

## MI INFORMATION HUB FOR CRITICAL COMMUN



EVACUATION / ALARMS



FACTORY ALERT



MOBILE SECURITY

# DEVELOPED FOR THE PEOPLE

## DAS

FOR THE DISTRIBUTION OF  
COMMUNICATION PROCESSES

## JAMES

VISITOR MANAGEMENT



**MOBILE DEVICES  
/ WEARABLES**



**VISITOR MANAGEMENT**



**DATA-/INFOTERMINALS**



**»Arouse interest,  
cultivate ideas«**







## JAMES – VISITOR MANAGEMENT

The visitor process as part of the security concept is multifaceted and, in most cases, strongly user-specific. JAMES is the essence of a sustainable development in which both, the user requirements and the needs of security service providers, have been incorporated.

On the following pages, you will learn more about JAMES - our visitor management system. Discover the variety of possibilities!



## JAMES – VISITOR MANAGEMENT

Efficient management of visitor streams gains increasing importance in both, enterprises and public offices – either due to the high numbers of visitors or due to the need of processing certain procedures at arrival and departure.

Furthermore, guests, craftsman, or other visitors need access to their rooms or other resources, like WiFi or parking lots.

All of the above can be comfortably and centrally managed with our visitor management solution. Visitor flows can be handled from simple invitations to complex destination based processes. A straight forward, web secured desktop enables to coordinate appointments and to book resources. The visitor receives a friendly e-mail including a QR-Code, all necessary documents attached, or further instructions as text.

The visitor himself can manage his appointments online, upload signed documents, or review and confirm trainings in advance (Video /webex) online forms). Upon arrival process flows are thus timely optimized and leave a good impression with the user/guest.



Steering of visitor flows



Connection to access control systems



In-house navigation



Come/go-checklists



Self check-in support



Evacuation module for dynamic emergency exit guidance



Follow up/traceability of trainings



Welcome display



Visitor ID prints



Reservation of resources



Information/visitor panels



Multilanguage support

## RECEPTION AND VISITOR SERVICE IN GOOD HANDS FROM THE BEGINNING

Modern and efficient management of visitors saves a lot of time and resources.

An important side effect is the knowledge, who is when where.

- Traceability of trainings
- Reservation of resources
- Connection to access control systems
- Online platform for visitors



## SELF CHECK-IN FOR TRUCK DRIVERS CHALLENGING THE BABYLONIAN CONFUSION

The transportation industry is defined by multilingualism and the 24-hours-cycle. To circumvent the necessity of personnel around the clock, we offer the option for a self check-in terminal

- Support of multilingualism
- Briefing of/ instruction of/familiarization with local emergency guidelines and other
- Easy application due to QR-Code based tickets
- Connection to barrier/bar, baffle gates, etc.





A wide-angle photograph of a large concrete dam with a walkway on top. The dam is situated behind a large body of water, likely a reservoir. In the background, there are mountains with dense forests showing autumn foliage in shades of green, yellow, and orange. The sky is blue with some light clouds. The text «Controlling potentials» is overlaid in white on the water. The dam's walkway is populated with many small figures of people, suggesting it is a public area. The dam's structure is visible in the foreground, showing its massive scale.

# «Controlling potentials»



# TIMELINES OF PROCESS MANAGEMENT

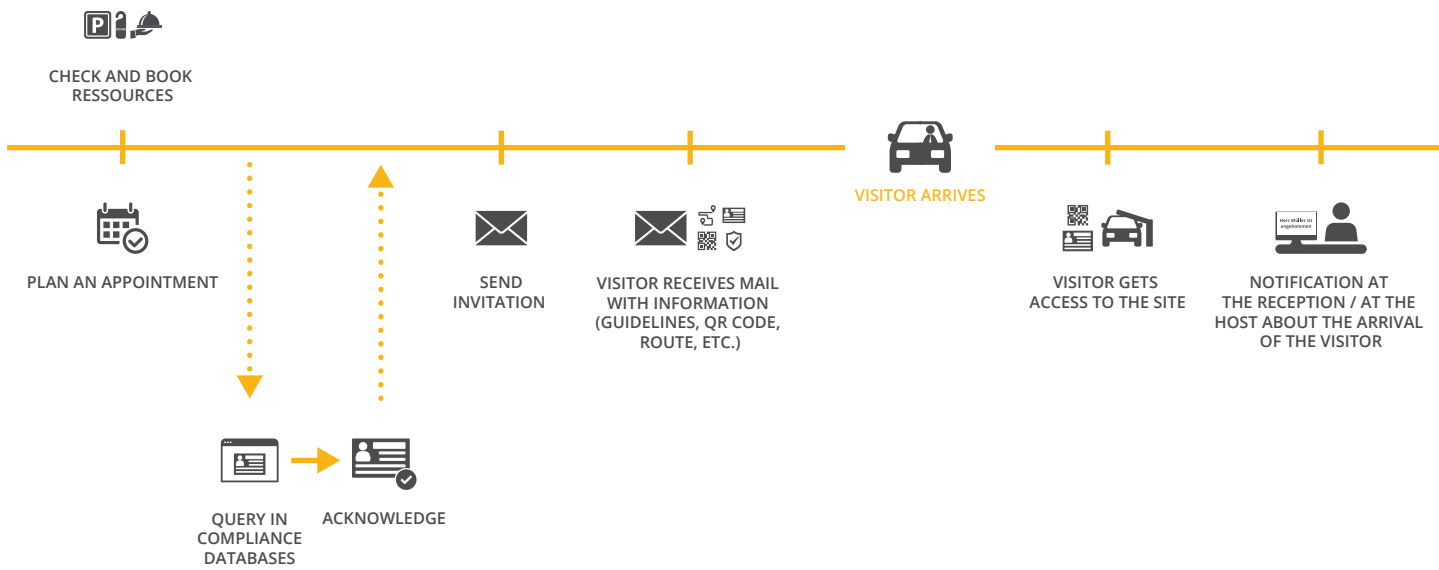
On the following pages you will find a series of visualized processes. We have created these in the form of a timeline to give you an overview of the functions and timing.

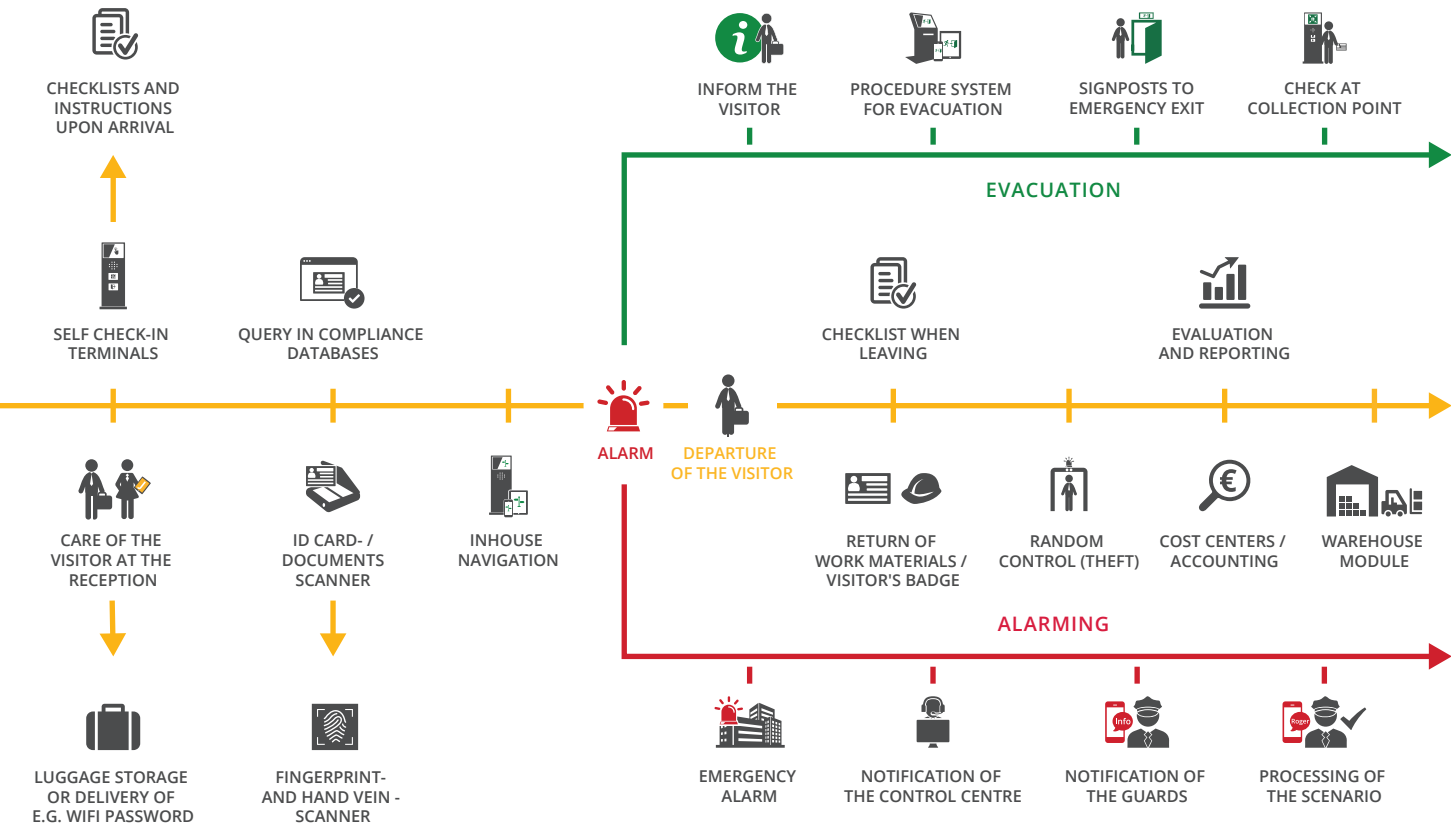
These are exemplary and can be customized with JAMES to your individual situation.






## CASE 1: STANDARD PROCESS / A VISITOR IS INVITED TO AN APPOINTMENT





Scan the QR Code and watch the animated »James Story«.

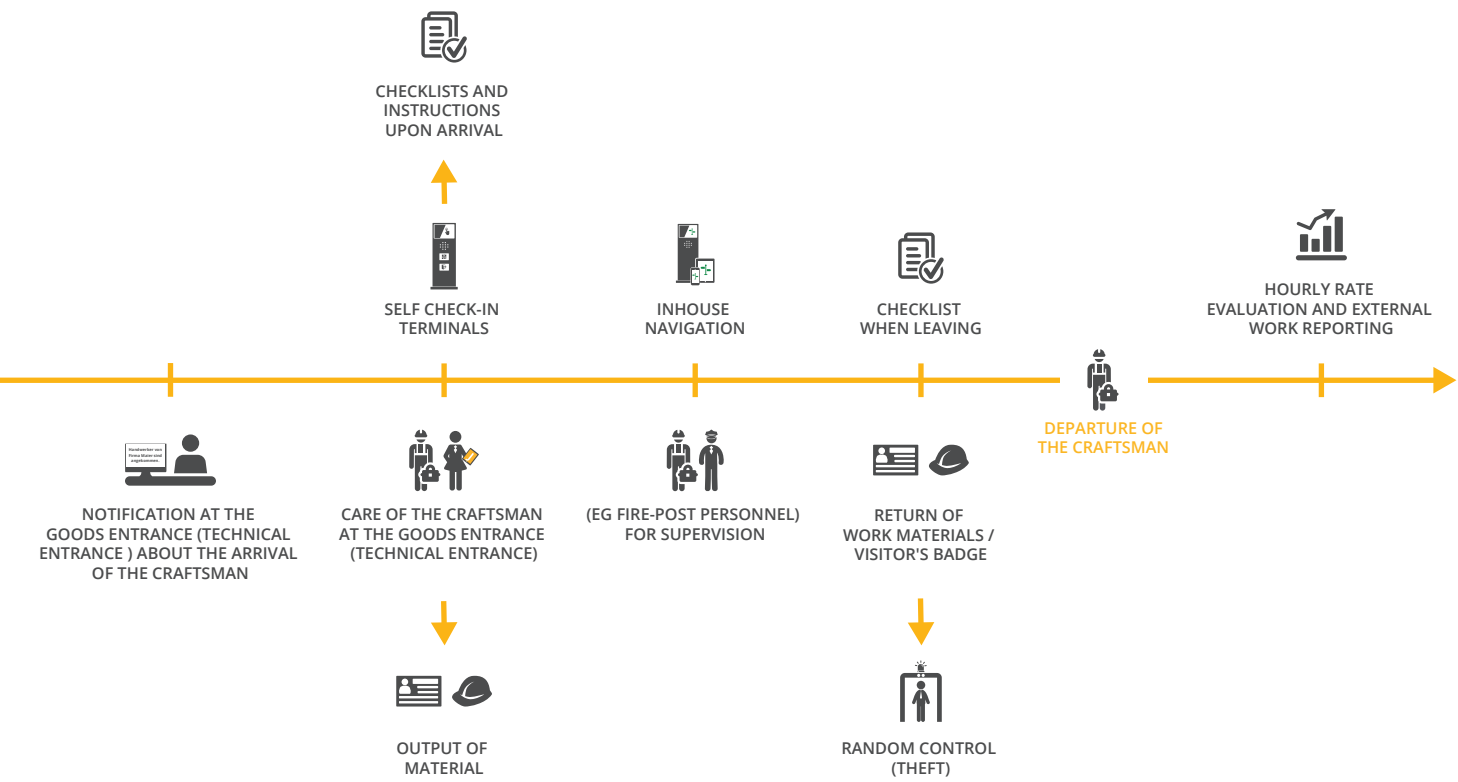




## CASE 2: A CRAFTSMAN COMES TO WORK IN THE BUILDING





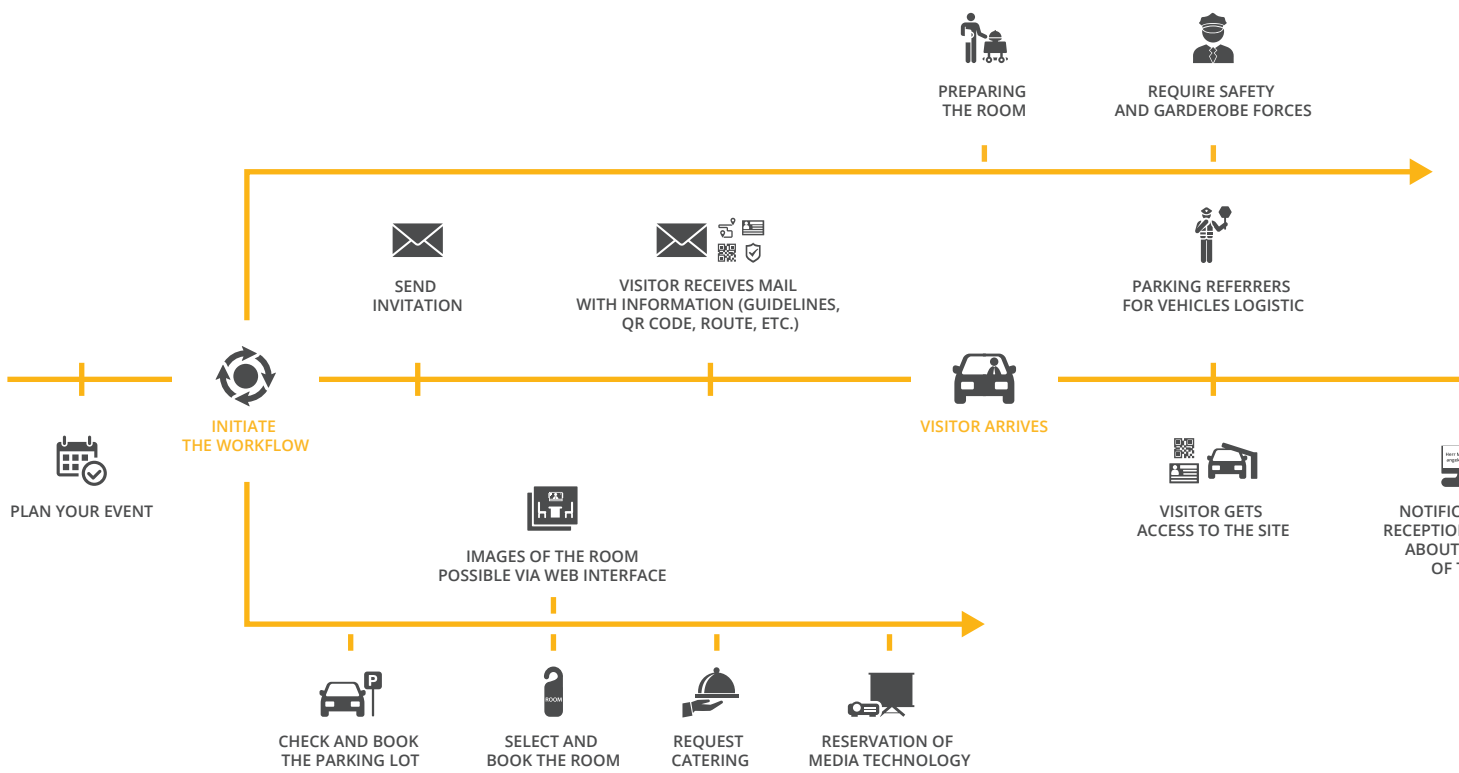


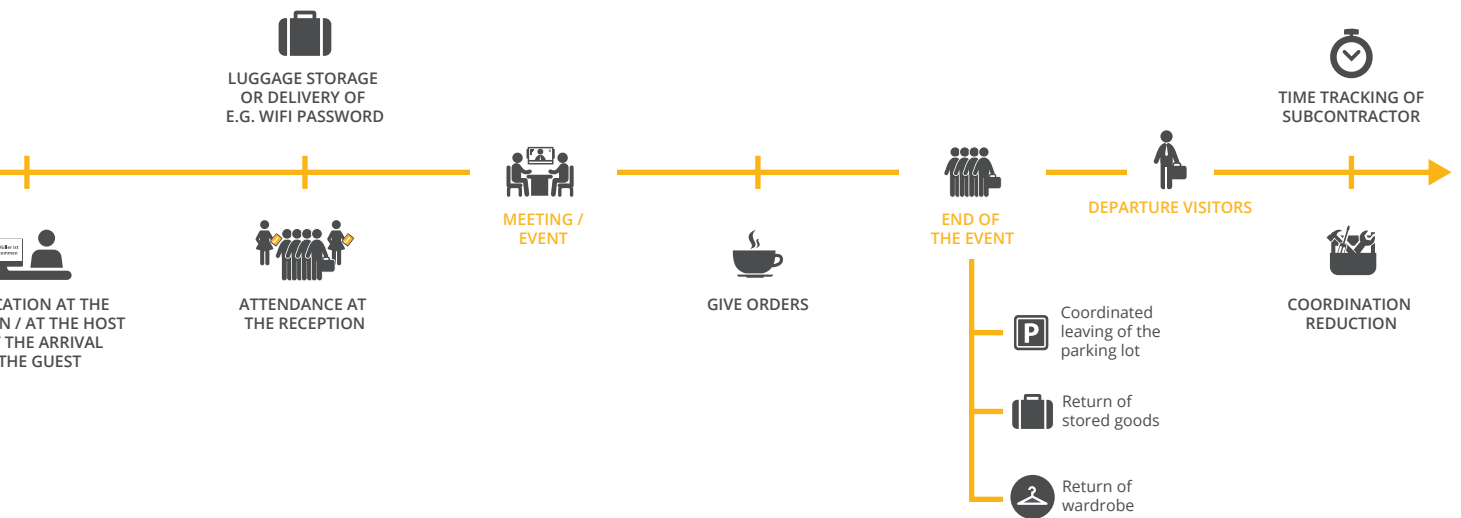
Scan the QR Code and watch the animated »James Story«.





### CASE 3: WORKFLOW CONTROL E.G. GUEST SERVICE



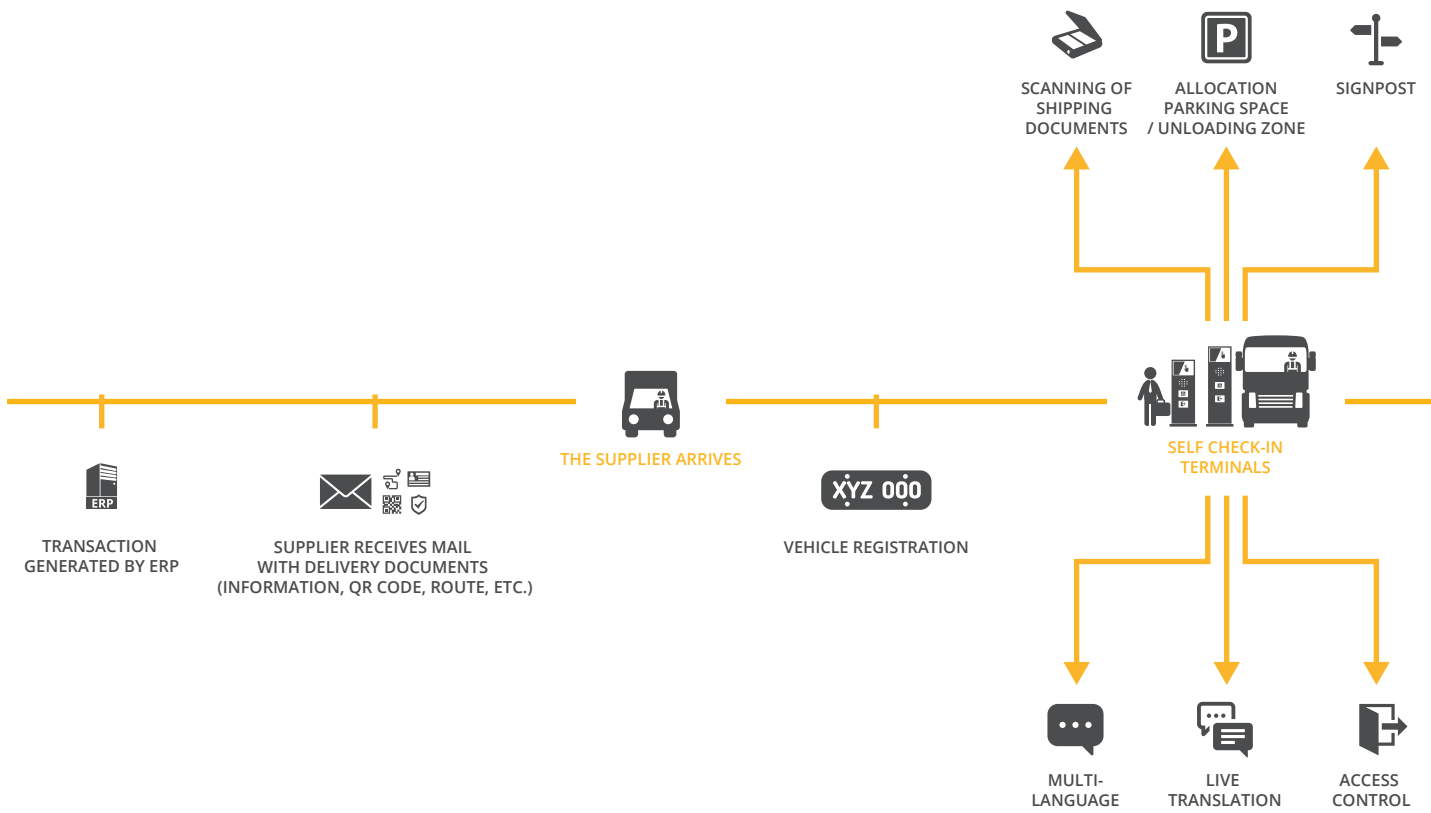


Scan the QR Code and watch the animated »James Story«.





## CASE 4: FULLY AUTOMATED LOGISTICS PROCESS (INDUSTRY 4.0)







Scan the QR Code and watch the animated »James Story«.





## INTEGRATION AND INTERACTION

For many users visitor management is only a part of a more complex global process. The exchange with external data stocks, e.g. CRM systems or inventory management processes can significantly improve processes or simplify these from a user perspective.

Precisely this simplification is the first priority at JAMES. The integration and interaction with JAMES should be as simple as possible. Thanks to its modular structure, the user situation can be continually developed and extended. The bridge will thus be built to continue to link systems and processes, that were not the focus of the project.





**»Strive for the optimum,  
adapt change«**



## JAMES-DO-IT.COM

### VISITOR MANAGEMENT AS A RENTAL PLATFORM

With JAMES you invite contacts, exchange important information in advance and manage everything comfortably and securely. See for yourself and test the possibilities of our visitor management system JAMES!

Some of the basic features that JAMES also offers you as SaaS are:



#### Self check-in

Enables visitors a simple and independent check-in process at the gate.



#### Inhouse navigation

Navigates the visitor safely and reliably through the building to the destination.



#### Multilanguage

JAMES also speaks different foreign languages to interact nativeley with the user.



#### Checklists

Enable the processing of arrive / depature checklists through the reception or the security personnel



#### Centralized data management

Users with distributed offices can host JAMES centrally and make it available to all users



#### Public, private and hybrid cloud

There are several hosting options available for JAMES - according to your individual requirements and your IT policy



#### Customizing / white label

Naturally, we also offer JAMES as a white label version alongside the regular version. Here, for example, you have space for your company logo or other customization.



#### Current software version

So you are always automatically on the latest softwares





Our rental and hosting platform facilitates the first steps into a visitor management process. On the one hand, it saves expenses for acquisition of licences and hardware; on the other hand, it permits build-

ing of new business models and recurring revenues. SaaS is an upcoming and big talking point/a huge thing in the IT industry and a next buzzword for acquiring new users.





## OPERATION AND ROLLOUT

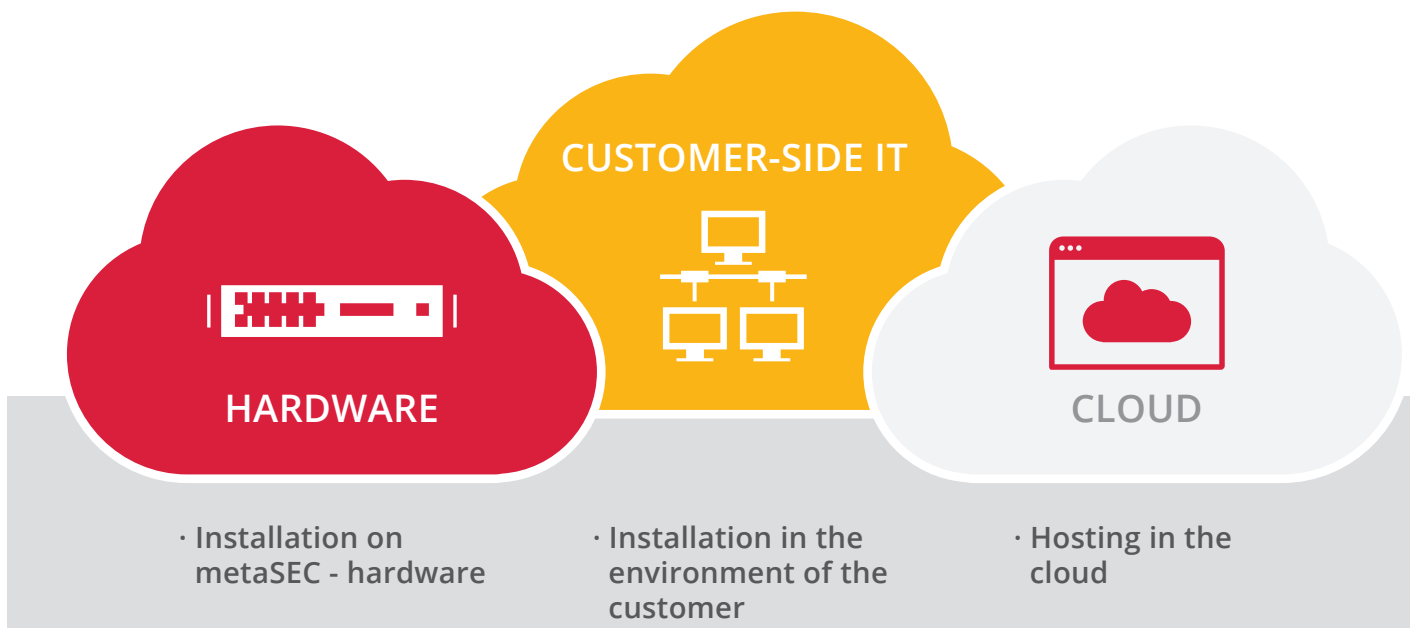
JAMES requires a server backend for the operation of the databases as well as the web services. The server system is based on a Linux and is largely independent of the system environment.

The following variants are currently offered and supported:

- Hardware appliance for stand-alone operation
- Virtual appliance for operation within a VMware® environment
- SaaS as a rental model

If the system is operated within your own IT, it is necessary to ensure that the system is sufficiently dimensioned in terms of performance.

On all systems, the software is fully pre installed and running the latest software version. You can start with the roll out immediately.





## HARDWARE APPLIANCE

The hardware systems are supplied in two variants - M and L. Both differ only in the equipment and the maximum retrievable performance. All functions can be managed on both systems. The M system is sufficient for small to medium installations. However, if you plan a larger system, with many users or sites with the corresponding high number of parallel operations, the L system is the better choice. A determination of the required power can be well predicted by a specification sheet.

It is also possible to switch to a larger system or a virtual appliance at any time. Everything needed is to restore a current backup on the new instance.



## VIRTUAL APPLIANCE

Virtualisation and cloud computing are the biggest trends in recent years in the IT industry. Consolidation of IT processes or the simplification of the infrastructure are the primary drivers of this trend.

The virtual appliance is our response to these market needs. The system includes all the features offered by the hardware systems and can cover almost any requirement. The performance limit is only determined by the underlying host hardware. Larger environments can be split into several instances to achieve even greater efficiency within the infrastructure. The server is available as a »ready to run« VMware® Image or deployment template.

You can also download a VMware® Player image for demo - an unbelievable advantage in the sales process and user experience.



## SOFTWARE AS A SERVICE – JAMES-DO-IT.COM

If the user does not wish to operate his own backend system, he can obtain the entire service via the online platform [www.james-do-it.com](http://www.james-do-it.com). The platform provides all functions, right up to client and multi-site capabilities. A big advantage is that the user always keeps up with the latest software.

The billing is done here on a monthly basis and depends on the chosen package. For more information, please visit [www.james-do-it.com](http://www.james-do-it.com)



## HARDWARE FOR JAMES

To ensure a smooth process at all times, JAMES offers various hardware interfaces. Both the scanning and the signing of documents or the connection to access control systems - through the use of standardized hardware solutions, JAMES creates a reliable process environment. On the following pages you will find more ...



# »Stability through standards«







## READY TO RUN RECEPTION SYSTEM FROM THE INTERACTIVE TERMINAL TO THE DOCUMENT SCANNER

Checking in and register visitors has never been so easy. With the ready to run system for reception, consisting of a multi-touch display, a document scanner and a signature pad, the visitor is able to navigate independently through the check-in process, if desired by the site operator.

The large multi-touch display is particularly robust and therefore relatively insensitive to everyday usage traces or cleaning. In addition, it is also suitable for outdoor use and can therefore also be used at the supplier entrance, for example for the independent check-in of truck drivers.

Scanning ID cards or other official documents eliminates the tedious process of tapping all personal data. This relieves the staff and saves time and resources. Furthermore, forms such as, for example, safety instructions can be conveniently read on the touchpanel and signed directly with the help of the signature pad.





Also available:

you speak, he translates

**JAMES**lingo 








## MIDAS – COLLECTION POINT

### SAFE EVACUATION AND LOCALIZATION

During evacuation on larger facilities, it usually causes difficulties to precisely localize/asses personnel/staff and visitors at their assembly points. The idea of an active collection point solves this requirement easily and customized in a standard solution.

Regular employees register themselves using their access-control-IDs or T&A transponders at the collection point. Visitors scan a QR-Code or use a manual button/keyboard interface at the terminal.

The visualization of the recorded data is sent in real-time to third party systems.

-  Area maps
-  QR Code reader
-  Dynamic escape route marking
-  Phone book feature
-  Digital signage



\* The pillar can optionally be equipped with a QR code scanner, a speech station and a



OR MANAGEMENT



MR. MÜLLER!  
WELCOME YOU!

MAP

Do you need help to select yourself?

View the map

EMERGENCY CALL

Need urgent help or is there an emergency?

Phone now

## JAMES – SELF CHECK-IN FOR TRUCKS

### CHALLENGING THE BABYLONIAN CONFUSION

The transport sector is characterized by multilingualism and the 24-hour cycle. We offer a self-check-in terminal for this process to be carried out by the operator, if possible without human resources. This consists of a terminal with a multitouch display, a QR code reader and connection to the access control.

The individual functions of the terminal at a glance:

- Particularly easy application by QR code based tickets
- Support for multilingualism
- Translation of conversations with JAMESlingo
- Instruction in local safety guidelines
- Connection to barriers, turnstiles, etc.



Steering of visitor flows



Come/go- check lists



Self check-in terminal support



Connection/linkage to access control systems



Multilanguage support



Welcome screens in different languages

touchpanel. In the standard, delivery includes only the regular reader for access control.





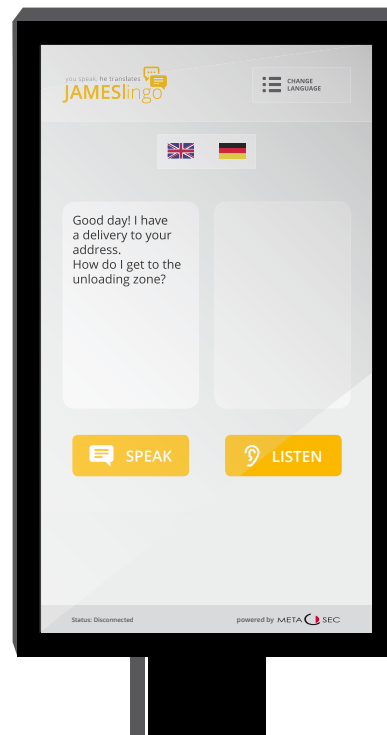
## CHALLENGING THE BABYLONIAN CONFUSION

The logistics industry is characterized by multilingualism like hardly any other sector. On a daily basis, suppliers from a wide range of countries meet with problems and struggle in communicating with the in-house staff or the employee at the door. In order to reduce confusion and misunderstandings and ensure smooth communication, we have extended James by JamesLingo - an module that handles inline translation for spoken language.

The best way to illustrate this is the example of a truck driver: The driver arrives at customer facility, where a self check-in terminal is waiting for him. Here he scans the QR code from his delivery documents or his identity card with a document scanner and is greeted directly by JAMESLingo in his native language. All communication between the staff at the gate and the truck driver can now be carried out via the terminal. The driver simply speaks via the build in intercom system and JamesLingo translates the conversation simultaneously to the receiving staff. The output of the conversation is performed in two ways - as a spoken word and as a transcript on a monitor. The operator can now give instructions, which are displayed to the driver as text in his native language or speak to him.

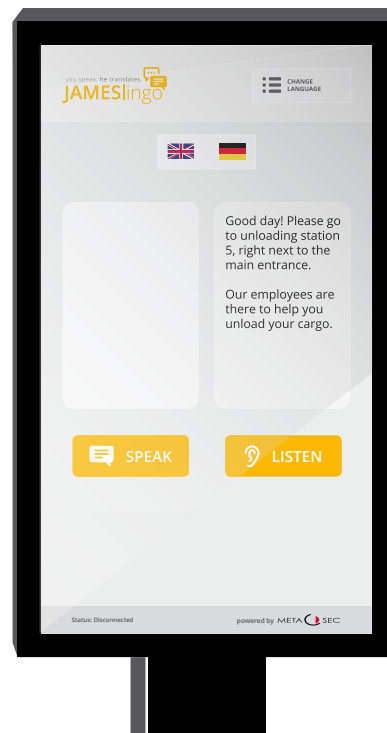
Communication can be so simple.





**1** Visitor selects native language

**2** Visitor starts communication (Spoken or via text input)



**3** Operator responds (Spoken or via text input)

**4** Visitor receives instructions (Via language or text)



**»Systems perfectly networked«**

## JAMES & ROGER - A WELL-ESTABLISHED TEAM

The management of visitors and the alerting and evacuation in case of need, are two interrelated requirements. This is often the driver behind the digitalisation of the visitor process. With JAMES you always know where guests or external workers are and you can reach them quickly.

Furthermore, JAMES supports you at collecting points, to capture people efficiently and quickly. This ensures fast evacuation and complete documentation.





## ROGER – SILENT ALARM OR FACTORY/ PLANT ALARM

Automated notification, silent alarming, or access to persons or groups is a current topic.













Our alarm server covers efficiently and flexibly various features, among others fast reaction after accidents on factory area or a subtle rescue alarm during escalation scenarios.

The server can be used in different modi:

- silent alarming
- Plant alarming
- Operational centre alarming
- Automotive, events-based notification

Our alarm server is programmed depending on its features and demands of the user. The so-called »event engine« reacts to manual or automatic releases and provokes instantly certain processes and notifications of registered persons.

Interaction with the surrounding works either via self-sustaining communication ways or via a sub installation of your existing »PBX«-solution.

- |  |  |  |
|--|--|--|
|  Release via phone, switch or PC client /user |  Dynamic call chain with individual thresholds                |  Alarming via phone, self phone / cell phone, SMS, e-Mail |
|  Emergency and team conference                |  Control center alarming                                      |  Dynamic modules  |
|  Acknowledgement and reporting                |  Fast reaction to average and hitch / malfunction / breakdown |  Connection / linkage to BMA, EMA, or relay contacts      |
|  Digital map                                  |  Alarming via live announcements, audio recordings            |  Autonomous learning feature for recurring introduction   |

## SILENT ALARMING AMOK- AND ASSAULT ALARM

More and more often assaults on employees at open to the public offices are publicized. Process owners in communities are requested to find and implement solutions to protect their employees. Hence, a new market develops.

The following advantages are interesting to end users:

- Setting off of the alarm via existent phones
- Secret button or software client
- Software as a sub-installation to every TK-solution is possible
- Repeated training for users concerning auto learning features.



## PLANT ALARMING ACCIDENT OR EMERGENCY MANAGEMENT

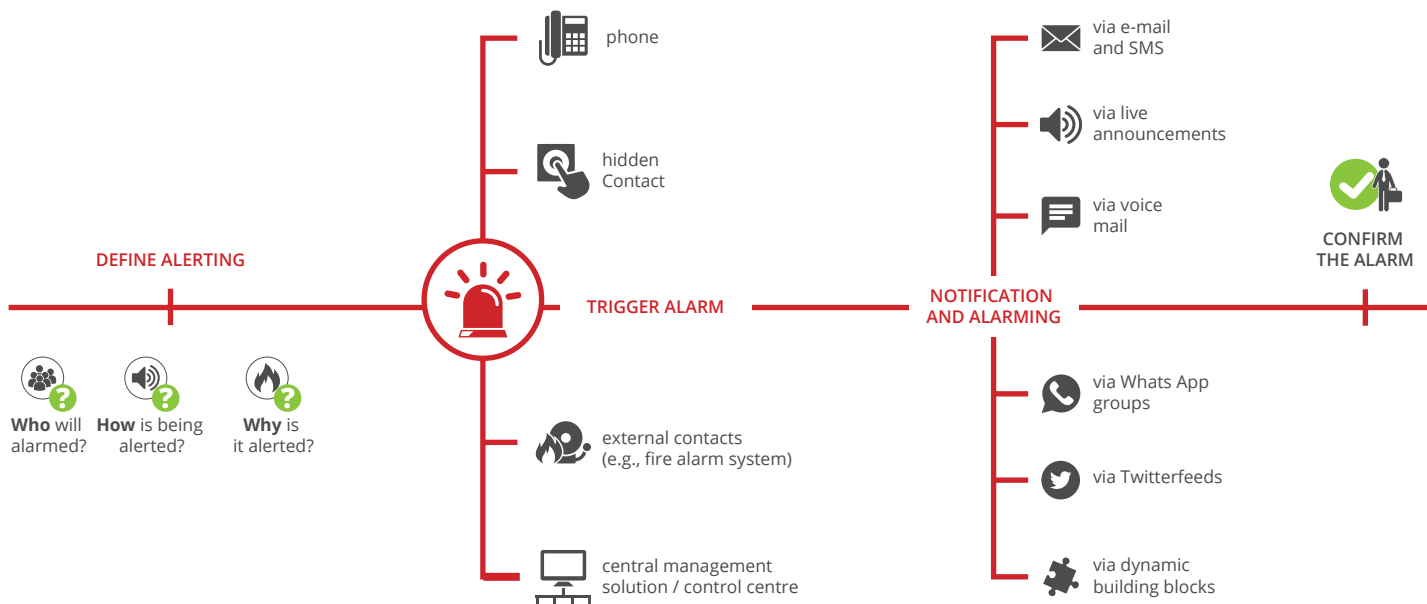
In business, an effective and reliable alarm server is not only necessary in breakdown or software malfunction cases. Most common scenarios are: coordination of workforce in the daily process/business or automatic triggering of processes at the most common scenarios.

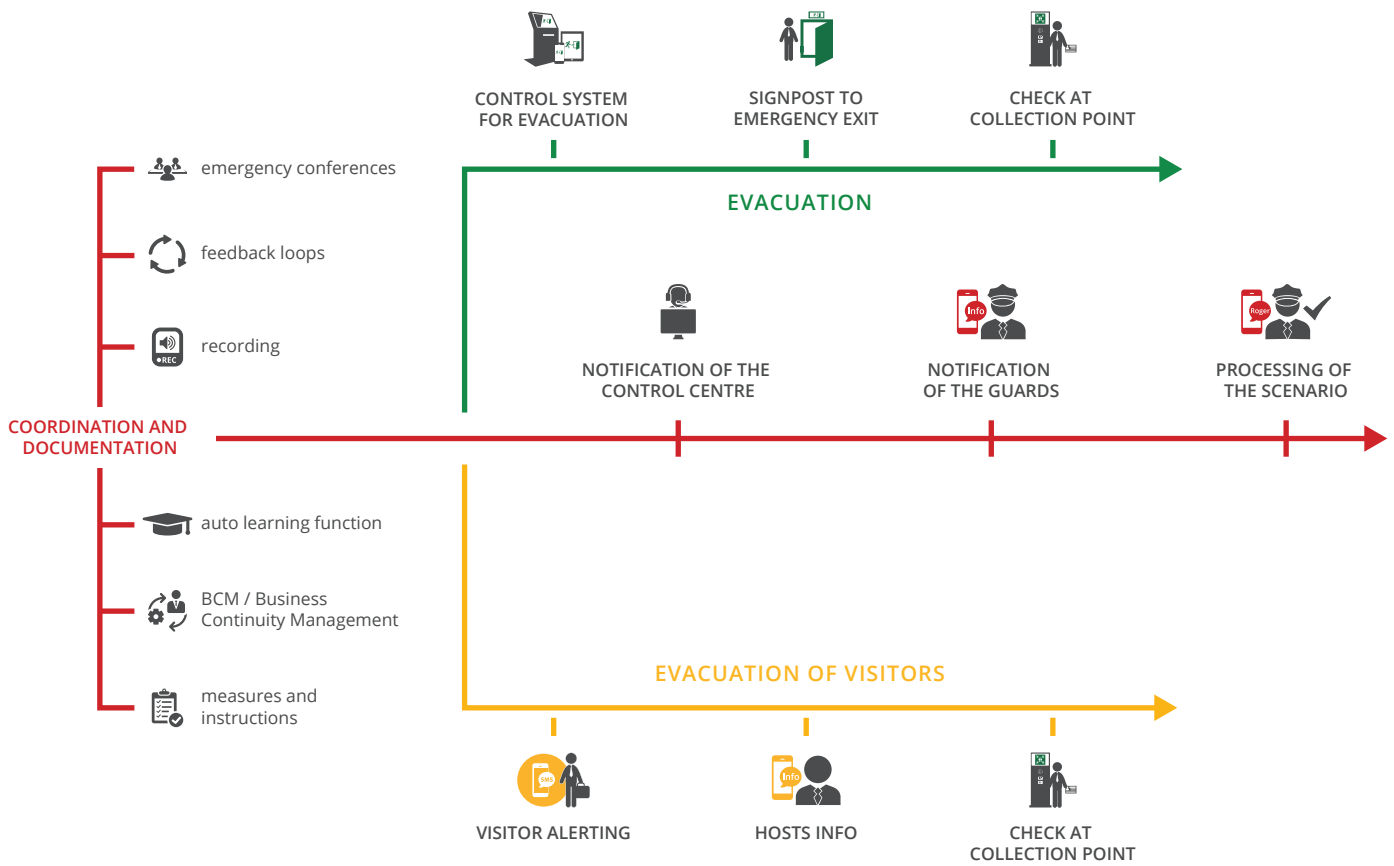
- Automatic or manual release in emergency
- Team conferences for briefing and coordination
- Connection/Bounding to BMA or EMA
- Introduction of mobile guards





## EVENT SEQUENCE FOR ALARMS





Scan the QR Code and watch the animated »ROGER Story«.







## ROGER AS A SERVICE - R(AS)<sup>2</sup>







### ALARMING SERVER AS RENTAL PLATFORM

Total failure of infrastructure, BCM or disaster recovery concepts - there are some situations which prescribe the operation of an alarm server and the associated processes in an external instance, or at least make it appear more sensible.

However, it is not just process specifications that make a rental product attractive. The user gets rid of all administrative maintenance and infrastructural investments at the same time.

With the product R (as) <sup>2</sup>, we offer the complete functional diversity within the framework of a rental and hosting concept. Via a central management interface, you manage your alarm circuits as well as action plans from every location in the world.

Some of the basic functions that ROGER also offers you as SaaS are:

- 
**Centralized data management**  
 in a secure external data center in Germany
- 
**Access to alarms and processes**  
 even in the event of a total failure of one's own infrastructure
- 
**No investment**  
 in your own hardware and software updates, no maintenance costs
- 
**Transparent cost control**
- 
**Ad hoc implementation of alerting processes**
- 
**Structured processing and processing of events**
- 
**Can be integrated into other internal IT processes via API**



Our rental and hosting platform facilitates the first steps into a visitor management process. On the one hand, it saves expenses for acquisition of licences and hardware; on the other hand, it permits

building of new business models and recurring revenues. SaaS is an upcoming and big talking point/a huge thing in the IT industry and a next buzzword for acquiring new users.



## ROMULUS - SECURITY SOLUTIONS »OUT-OF-THE-BOX«

The concept of the ROMULUS Flightcase provides you with a complete, self-contained unit for delivering all relevant technical and interpersonal processes. It can be used, for example, at major events, construction sites or even in humanitarian facilities.

Some of the modules are fixed components in every ROMULUS system (firewall, router, WLAN, digital signage, PA, resident and resource management). Further modules can also be reconfigured or enabled later.

Some of the basic features of the ROMULUS Flightcase are:



### Alarms

A complete alarming server is implemented for the efficient handling of possibly dangerous situations.



### Access control

The Flightcase also includes a complete and advanced access control solution to secure specific areas and to capture the locations of all persons in the building.



### Document / biometric scanner

Optionally with scanner for reading badges or biometric data



### Video technology

module to increase the safety of employees as well as the monitoring of equipment.



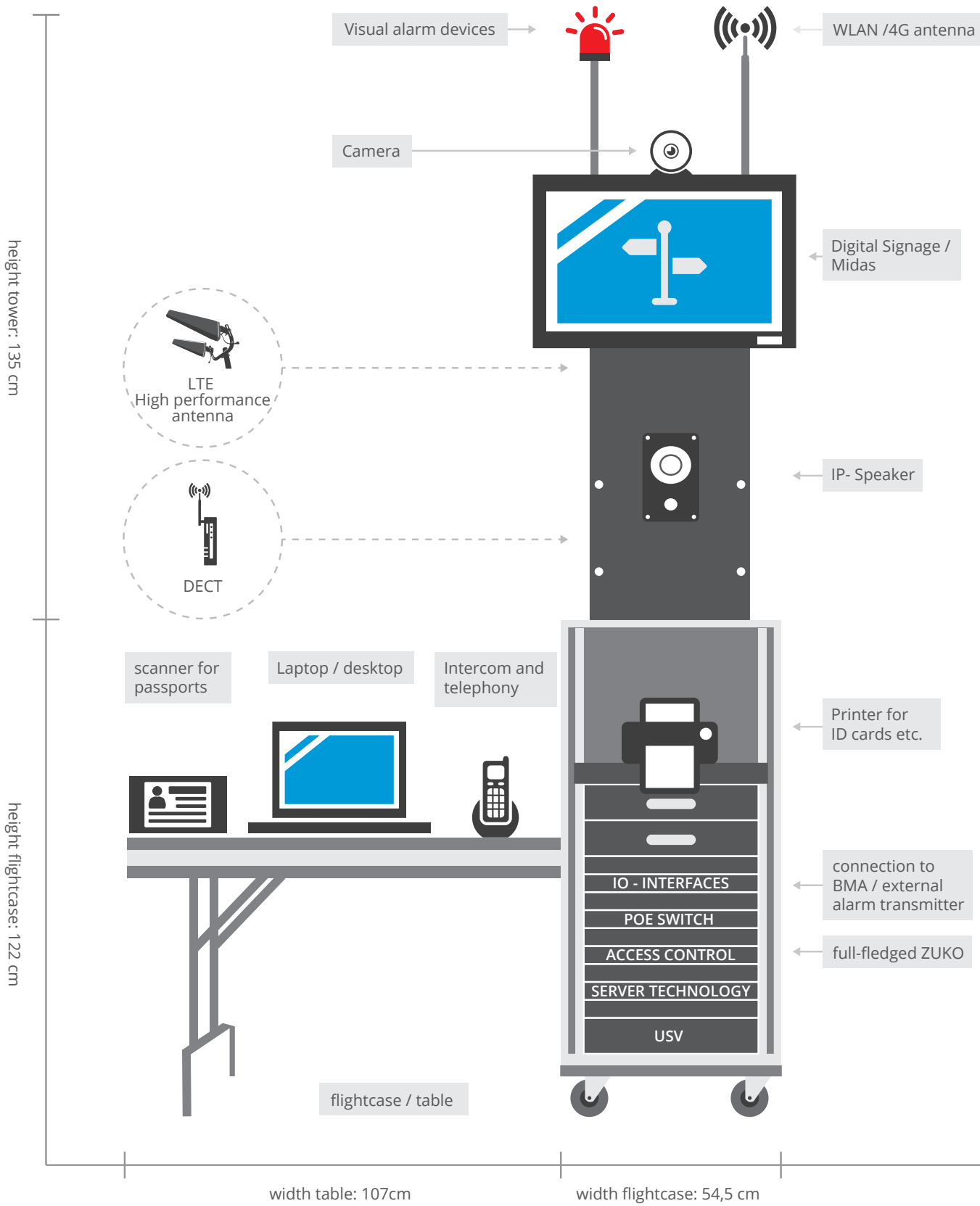
### Digital Signage

Multilingual, interactive terminals as a signpost or in case of an alarm for interactive escape route display.



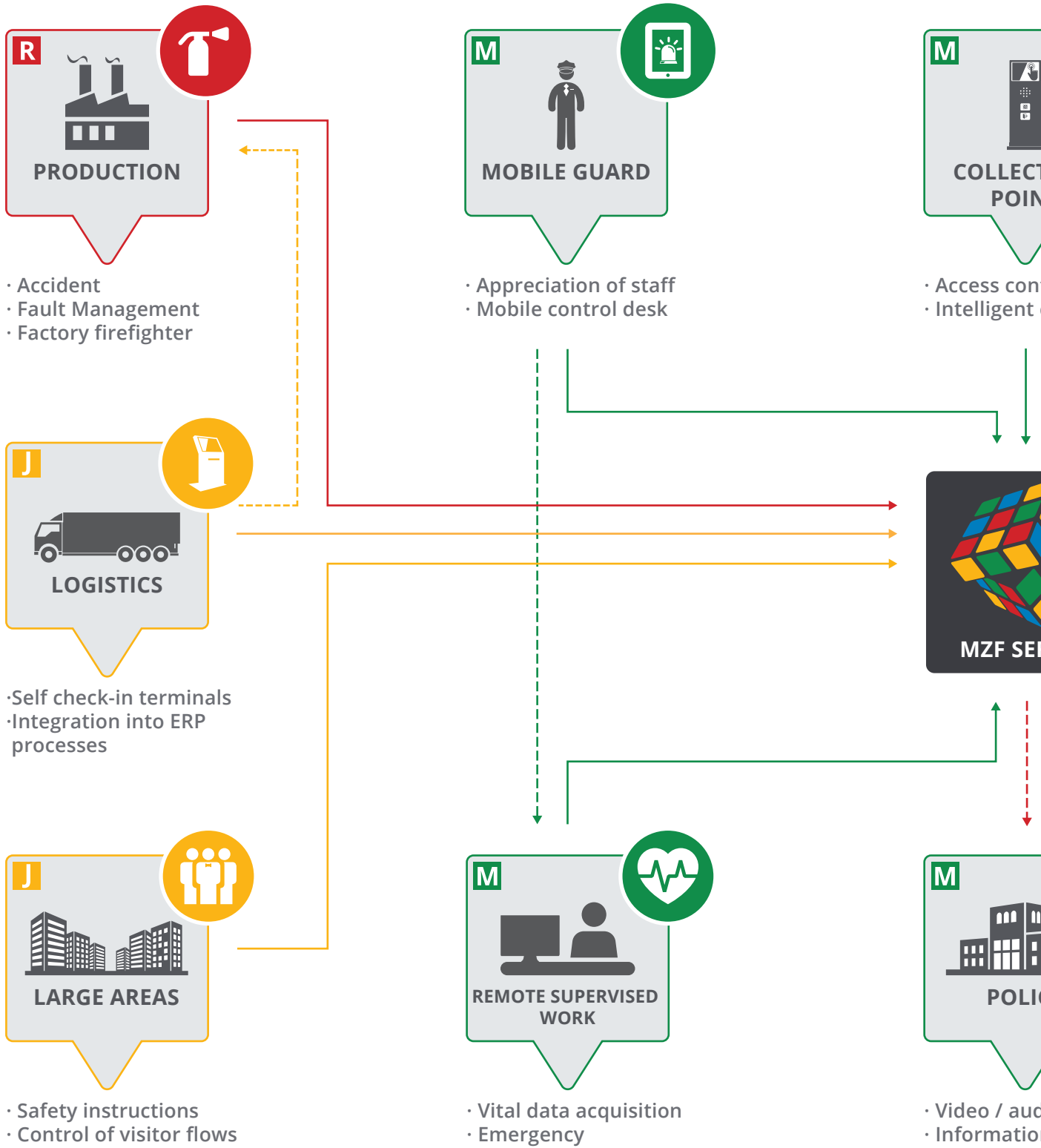
### DECT telephony

The telephone system can be connected via a VoIP trunk to the public telephone network or a superordinate instance.

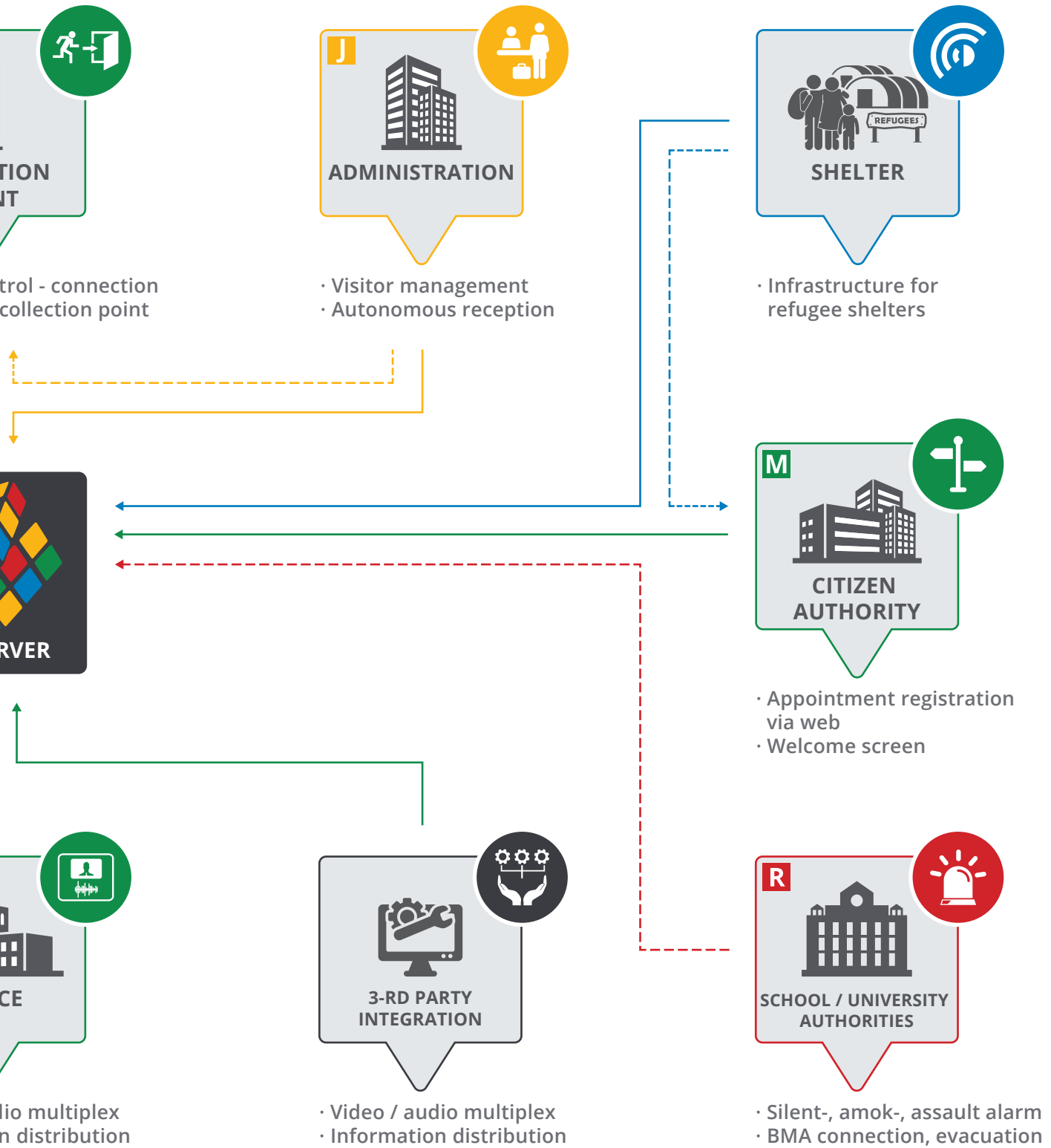


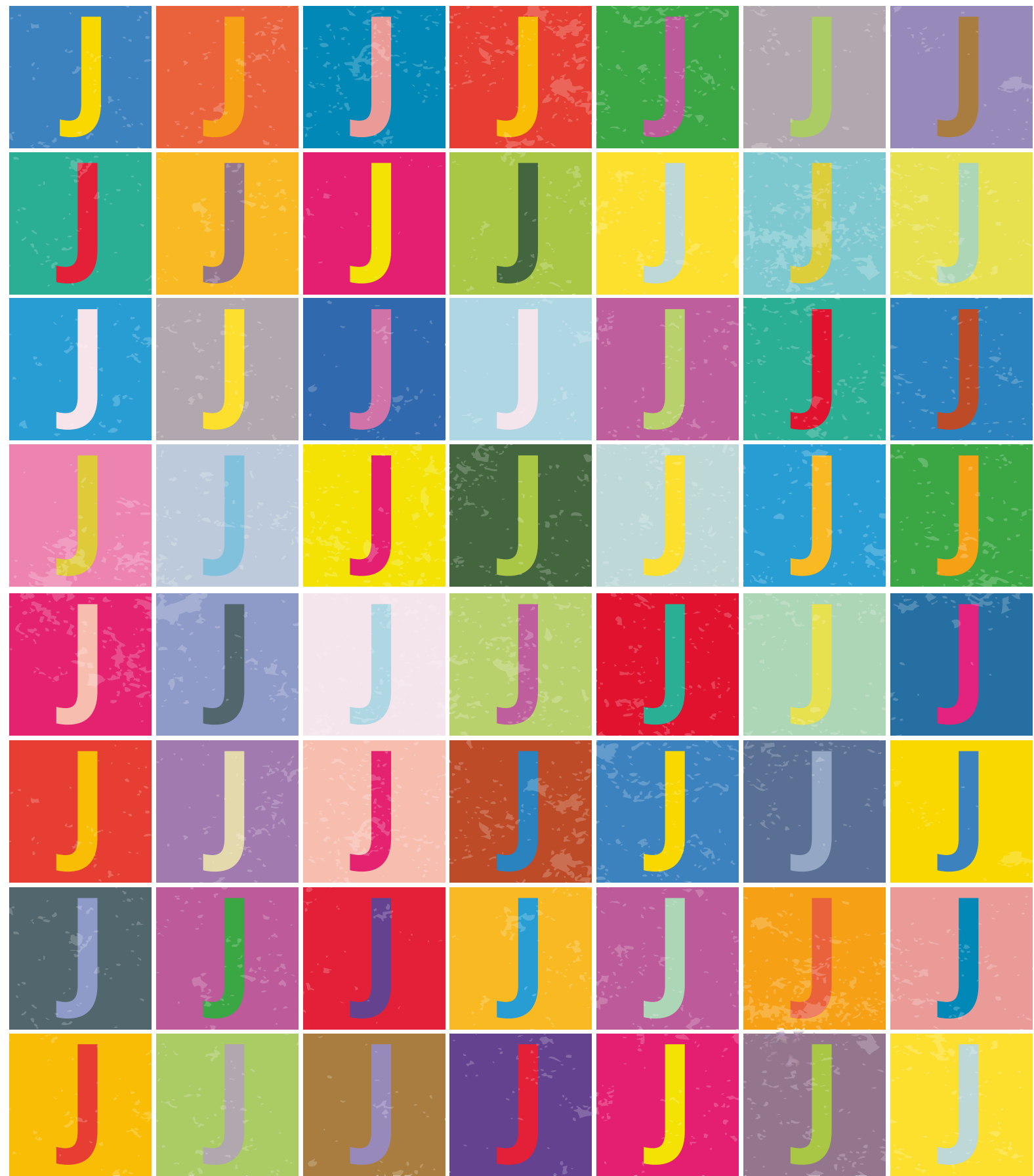


# SMART TECHNOLOGIES FOR



# R NETWORKED CONCEPTS





## IMPRINT

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