



ESTABLISHING *PROCESSES* EASILY



INDEX: OVERVIEW OF PROCESSES AND FUNCTIONS

On the following pages you will find a number of processes and an overview of JAMES functions. We have created the processes in the form of a clear timeline to give you examples for the individual modules and time sequences. These are examples and can be tailored to your individual processes with JAMES or ROGER.

PAGE 3	→ JAMES: JAMES AS AN INTEGRATED MANAGEMENT SOLUTION
PAGE 4	→ JAMES: FLEXIBLE AND DYNAMIC INTEGRATION INTO YOUR PROCESSES
PAGE 6	→ PROCESS EXAMPLE 1: A VISITOR IS INVITED TO AN APPOINTMENT
PAGE 8	→ PROCESS EXAMPLE 2: A CRAFTSMAN COMES TO WORK
PAGE 10	→ PROCESS EXAMPLE 3: INTERLINKED LOGISTICS PROCESS
PAGE 12	→ PROCESS EXAMPLE 4: WORKFLOW CONTROL E.G. GUEST SERVICEE
PAGE 14	→ PROCESS EXAMPLE 5: TRAINING, COMPLIANCE AND DOCUMENTATION
PAGE 16	→ JAMES – VISITOR MANAGEMENT: SELF CHECK-IN FOR LOGISTICS
PAGE 17	→ JAMES – VISITOR MANAGEMENT: COMPLETE SYSTEM FOR RECEPTION
PAGE 18	→ PROCESS EXAMPLE 6: INTEGRATION INTO THE DAILY ROUTINE OF THE AUTHORITIES
PAGE 20	→ PROCESS EXAMPLE 7: HOT DESKING / DESKSHARING
PAGE 22	→ PROCESS EXAMPLE 8: IDENTITY MANAGEMENT (JAMES ID HUB)
PAGE 24	→ ROGER – THE ALERTING SERVER: FACTORY ALARMING / ASSEMBLY POINT
PAGE 26	→ PROCESS EXAMPLE 9: ROGER: CHRONOLOGY OF AN EVENT

Scan the QR code and also take a look at the animated "JAMES Story".





MORE THAN JUST “VISITORS” – JAMES AS AN INTEGRATED MANAGEMENT SOLUTION

Our visitor management solution JAMES is a software developed in the field. In the course of time, the most diverse needs of diverse customers from various industries have led to „creative misuse“ of modules and functions. Due to constantly changing challenges and the demand of users for ever more specific functions, one thing quickly became clear to us: the term “visitor” must now be completely redefined.

But actually, who is this “visitor” who now needs to be “managed”? For a while now it has not only been the sales representative or craftsman. Today, the focus must be broadened considerably. Especially in times of digital change and the transformation of many social and industrial processes, the idea of a visitor and how to deal with him is completely redefined.

In times of hotdesking and a globalized world of work, for example, even the company’s own employees become visitors to the organisation. In addition, international flows of goods and logistics processes are increasingly ensuring multilingual communication at receipts and inwards. Multilingual visitor management is also becoming increasingly important in public authorities, offices and public institutions. Here the number of refugees and migrants is increasing. In addition, there is the ever increasing need for security, documentation and process transparency.

JAMES allows these requirements to be brought together and to turn the visit into an experience from the guest’s point of view. In addition, our

software combines the daily streams of visitors for the users within your organization into resilient and flexible processes. But here as well nothing is as constant as change. It is not about 100% perfect systems, but about the elasticity of ideas and their applicability to existing constructions.

To take into account as many application areas and processes as possible, we have prepared this brochure. Here you will find the various processes listed as “workflows” in the form of a timeline, into each which we have sketched the functions of JAMES. We have always made sure there is enough space for you to use this brochure as a “painting template”. So do not hesitate to draw in your individual ideas and requirements and discuss them with us.

We look forward to the exchange with you!

LUKAS ZIAJA
CEO
metaSEC



FLEXIBLE AND DYNAMIC INTEGRATION INTO YOUR PROCESSES

In order to be able to integrate seamlessly into existing processes, a connection to existing and sometimes very different hardware and software is of course necessary. That is why we have placed particular emphasis on the highest possible degree of flexibility in the development of our visitor management.

JAMES enables us to connect to various access control and time recording systems, telecommunications systems, fire alarm and camera systems and printers for visitor passes.

On the software level, our visitor management system has interfaces to common ERP systems and to Microsoft Active Directory®. Furthermore, JAMES also has its own Outlook® plug-in for perfect integration into your workflow.

This flexibility and networkability enables us to merge many of the existing company data into JAMES, evaluate them and transform them into robust processes.



Browser-based visitor management software to manage all visitor processes



Web app for visitor pre-registration via mobile devices (system-independent).



Kiosk systems for autonomous reception / as digital concierge (self check-in, information and visitor panels)



Online platform for visitors for independent registration, appointment management and much more



Alarming through the connection of our alarm server ROGER via canned speech, SMS, e-mail, Twitter, Whatsapp, etc.



Feedback terminal function for customer evaluations



Outlook® plugin for a simple, Microsoft Office® compliant workflow



Evacuation and assembly points for a coherent security concept for employees and visitors



Multilingual translation for the removal of communication hurdles at reception by the translation software JAMESlingo



Identity management by connecting document and biometric scanners and querying databases to verify identity



Connection to Microsoft Active Directory for user authentication and synchronization of users and groups



Printing of visitor passes and connection to various badge printers (non-proprietary)



Reporting and notifications about number of visitors, visiting hours and about check-in and checkout, e.g. by e-mail or SMS



Interfaces to various ERP systems



Key management and administration of additional access media



Training and instruction at the kiosk terminal or in the web portal to ensure operational safety (can also be linked to access control)



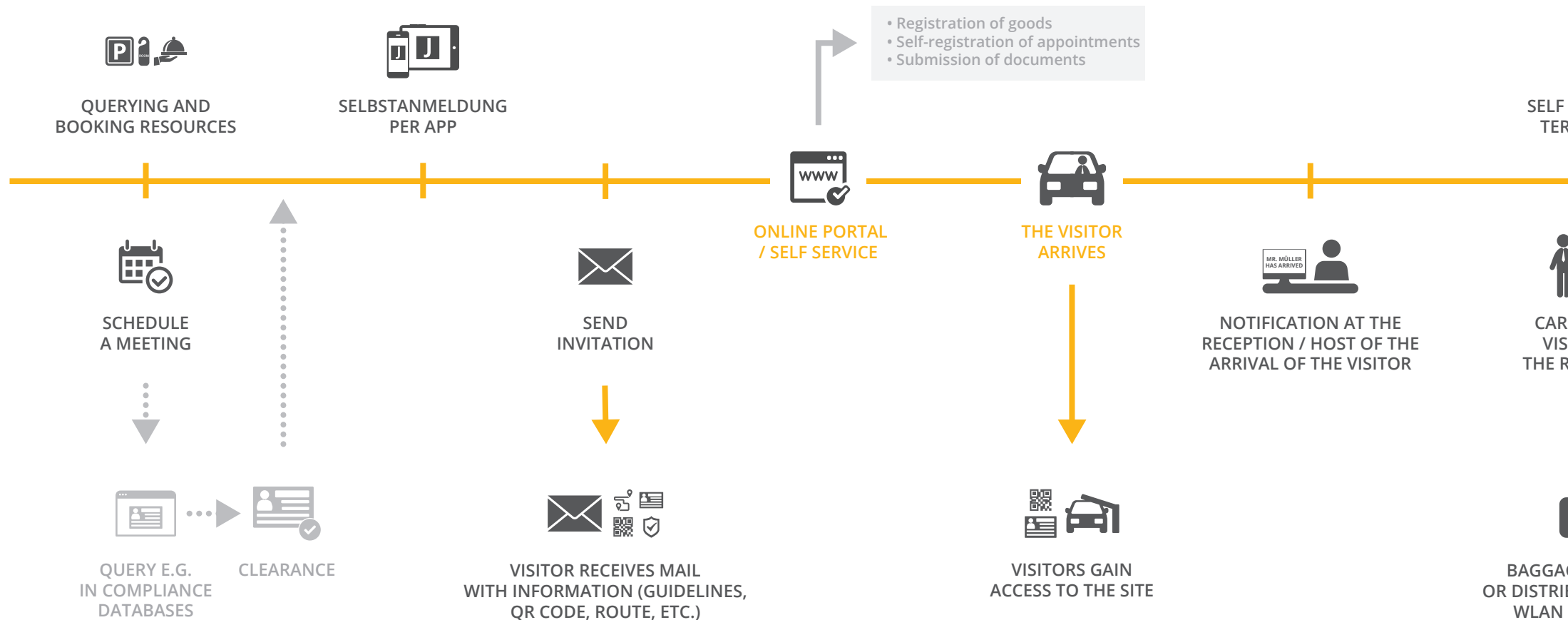
Can be connected to non-proprietary hardware (open protocols), e.g. intercom, CCTV cameras, telecommunications systems

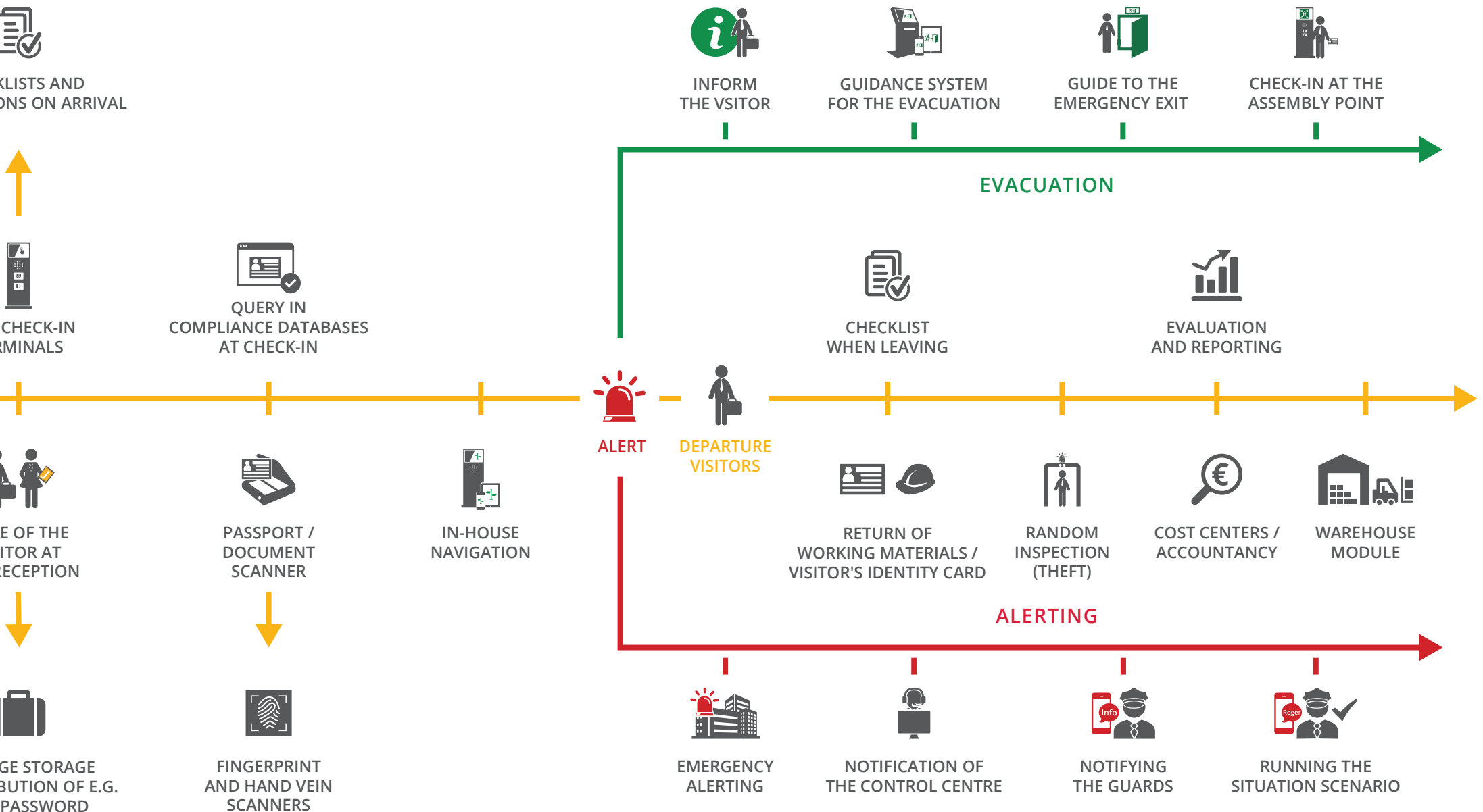


Connection to various access control systems such as Siemens (SIPORT), Lenel, Stanley PAC, Honeywell (available Q4 2018), etc.



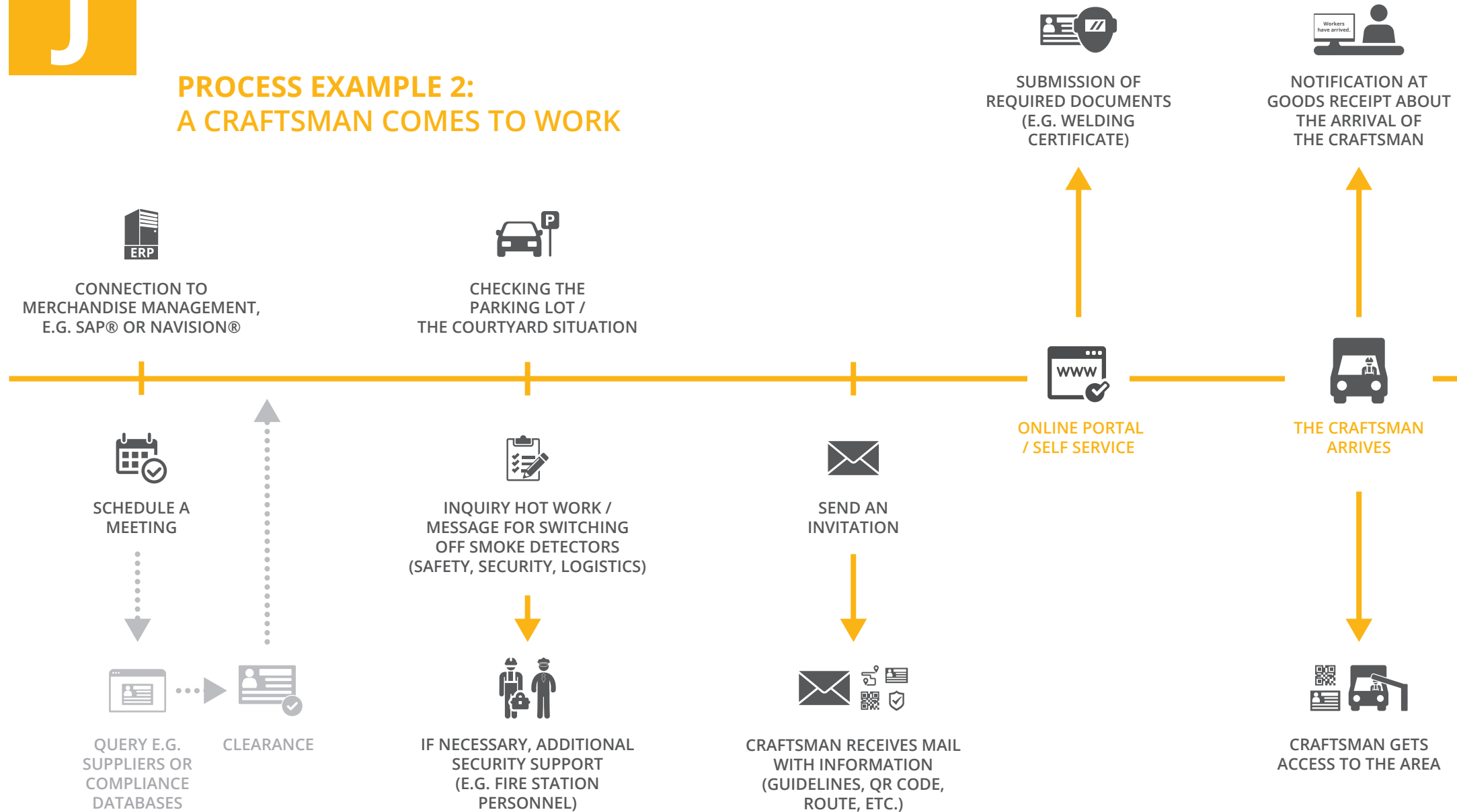
PROCESS EXAMPLE 1: A VISITOR IS INVITED TO AN APPOINTMENT

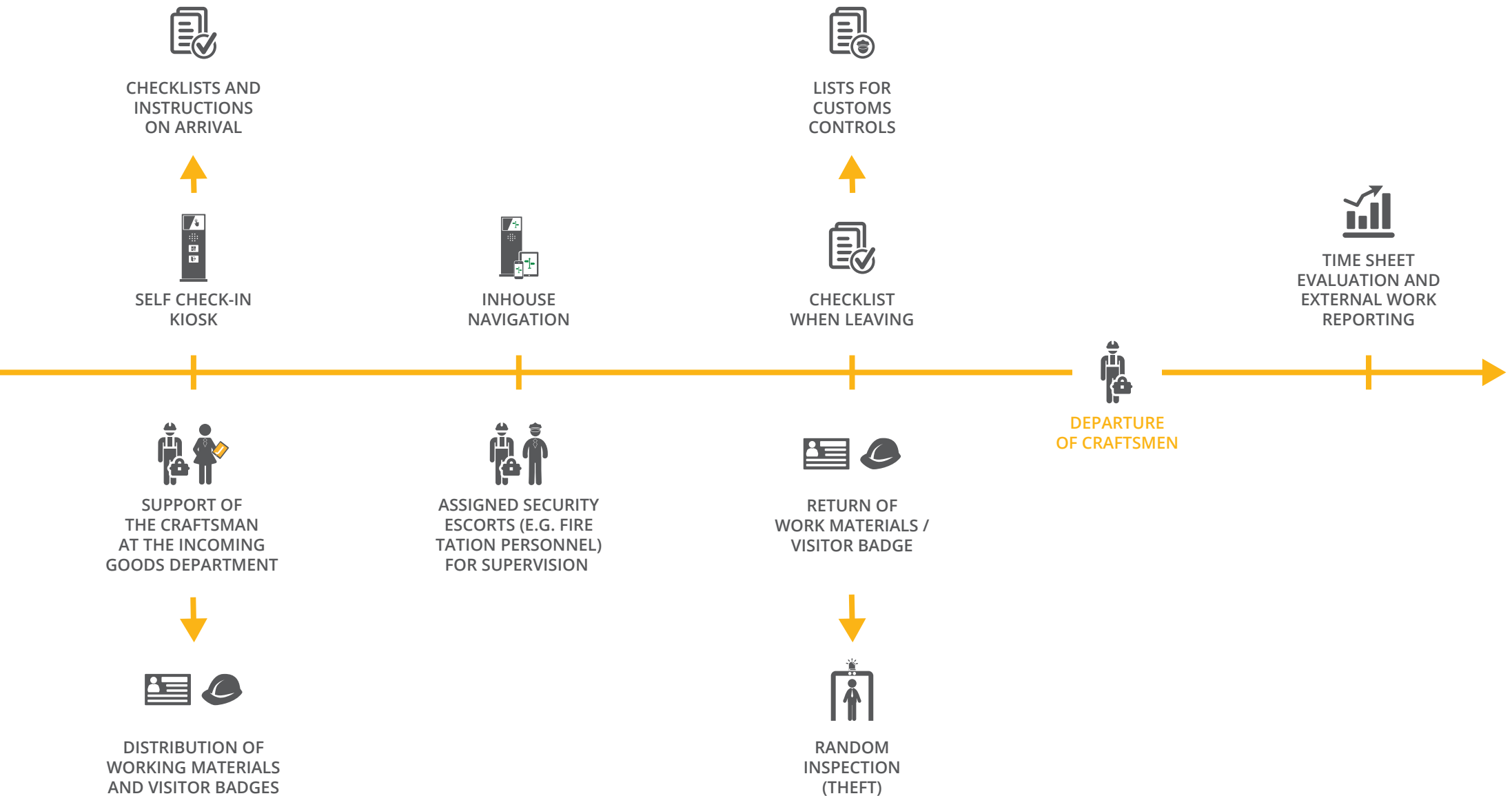






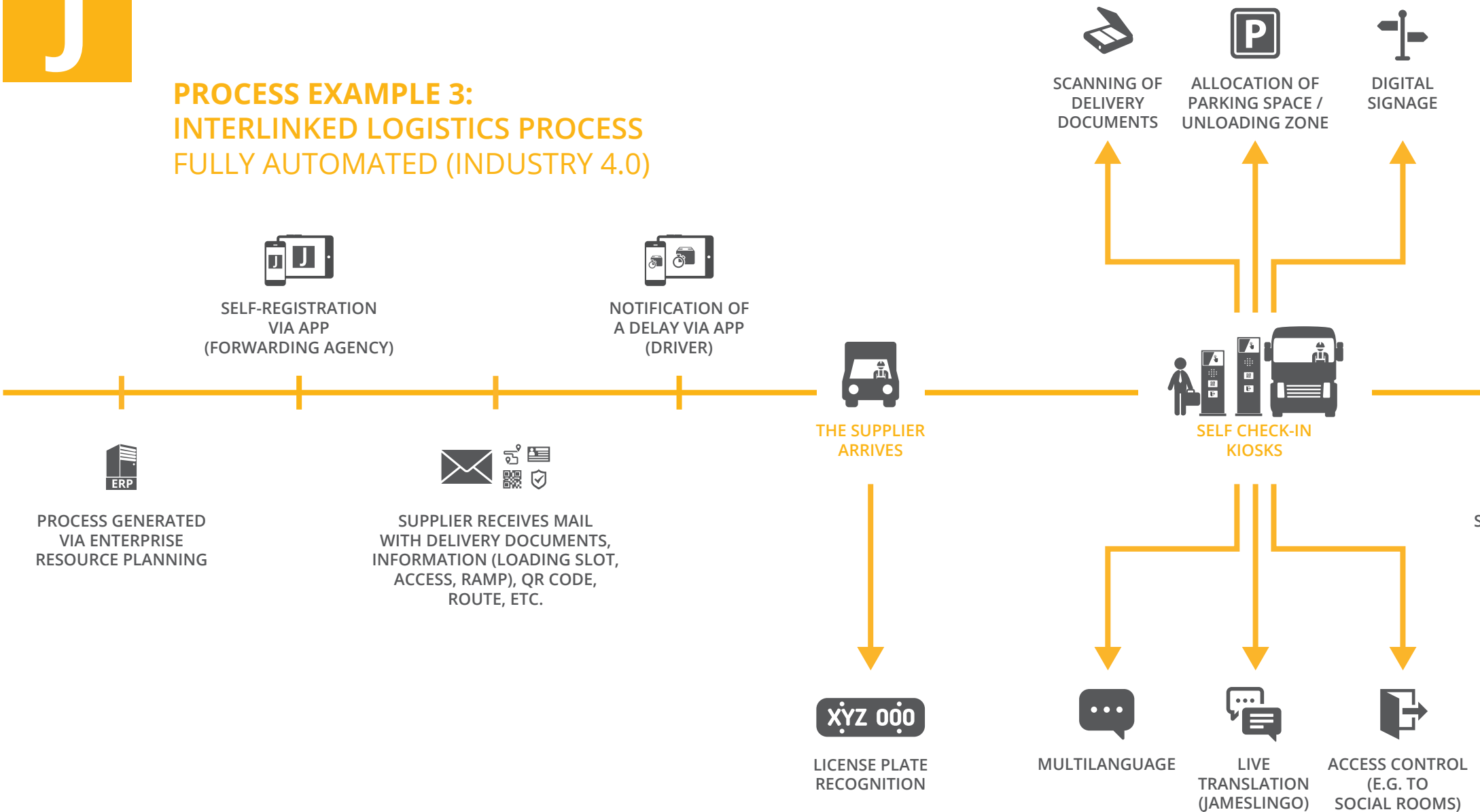
PROCESS EXAMPLE 2: A CRAFTSMAN COMES TO WORK







PROCESS EXAMPLE 3:
INTERLINKED LOGISTICS PROCESS
FULLY AUTOMATED (INDUSTRY 4.0)





ON-SITE COMMUNICATION WITH THE DISPATCHER OR LOCAL STAFF VIA APP



ARRIVE AND DEPART
CHECKLISTS



COLLECTION OF IMAGE /
VIDEO DATA AFTER
LOADING (E.G. GOODS)



NOTIFICATION VIA APP
ABOUT DELIVERY
(SERVICE LEVEL MANAGEMENT)



SUPPLIER LEAVES



SUPPLIER RECEIVES
ACCESS TO
THE SITE



NOTIFICATION IN
LOGISTICS ABOUT
THE ARRIVAL OF
THE SUPPLIERS



WAITING SLOT WITH
PAGER CONTROL



NOTIFICATION (ON THE USER'S
OWN DEVICE) IN THE NATIONAL
LANGUAGE AND CONFIRMATION



LOADING AND
UNLOADING



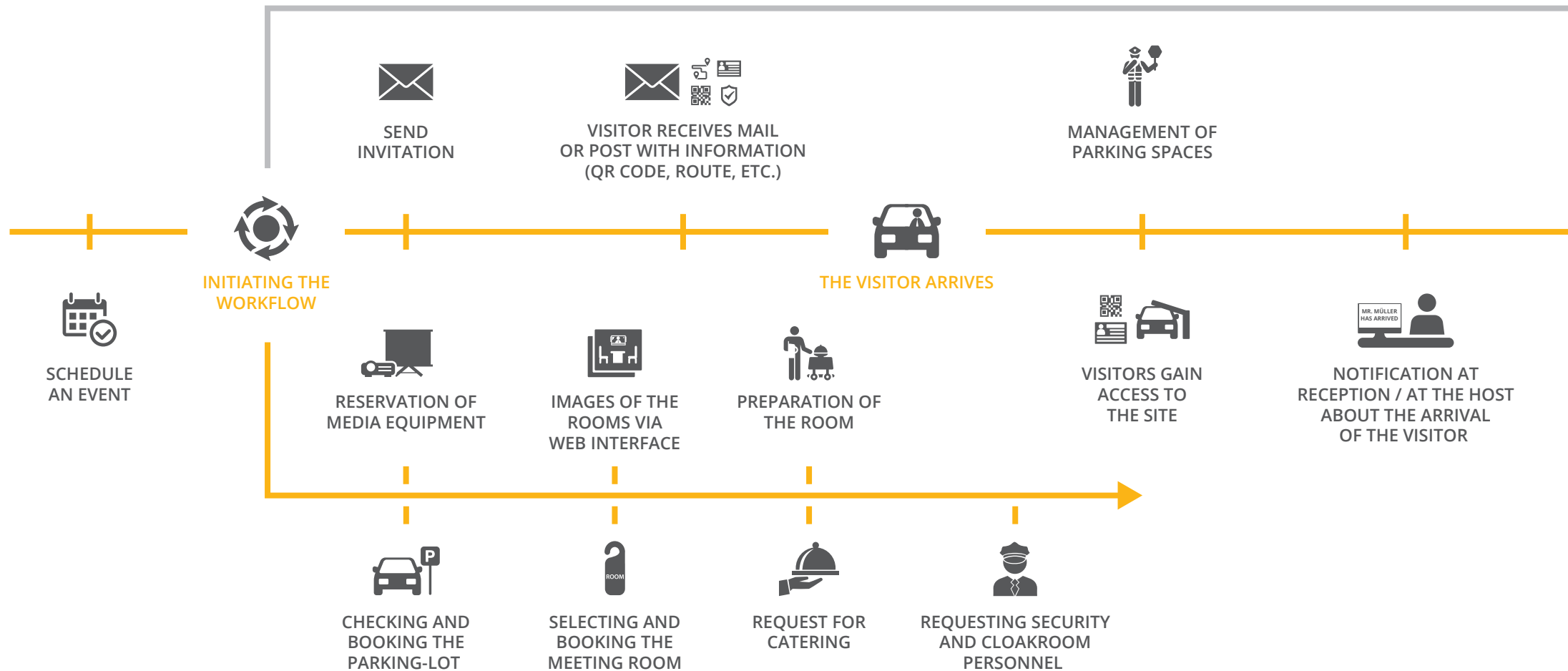
RETRANSFER
INFORMATION TO
THE ERP SYSTEM

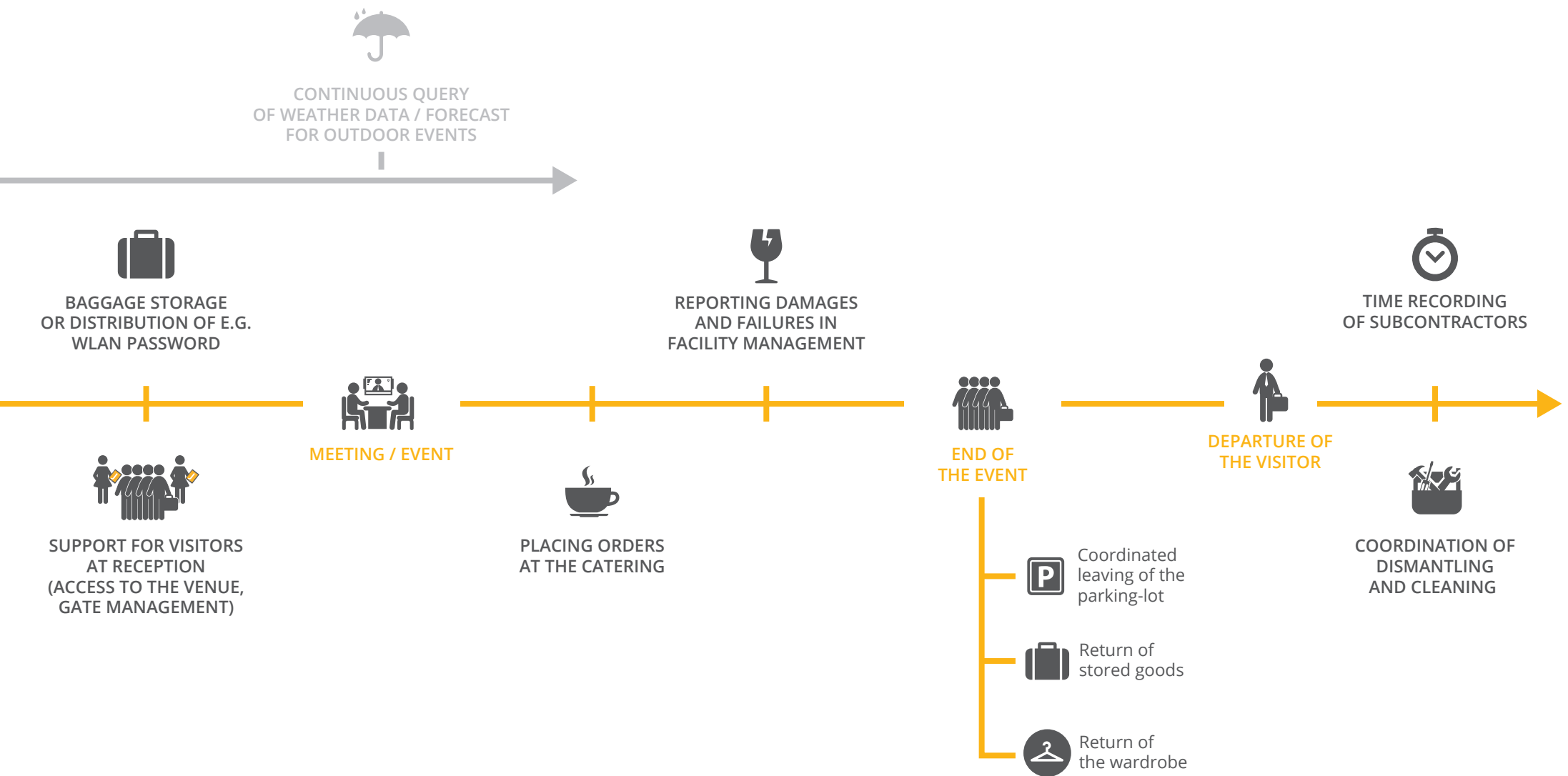


NOTIFICATION VIA
APP ABOUT DELIVERY
DELAY AT THE RECIPIENT
(SERVICE LEVEL MANAGEMENT)



PROCESS EXAMPLE 4: WORKFLOW CONTROL E.G. GUEST SERVICE







PROCESS EXAMPLE 5: TRAINING, COMPLIANCE AND DOCUMENTATION

Transparency, efficiency and compliance are fixed standards in today's corporate culture. Clearly defined processes create an environment in which tasks can be completed quickly and, if possible, without errors. The expectation here is to use as few human and other resources as possible. This creates leaner processes and short reaction times.

With JAMES you can map all processes of training and instruction ma-

nagement. Employees and visitors can carry out these tasks independently via our information terminals. Specified intervals at which a group of persons is notified of upcoming safety instructions, as well as an automatic blockage of access profiles of persons who have not passed through the instructions, make a lasting contribution to operational safety.



Cyclical briefings and training courses



Connection to enterprise resource planning systems (ERP systems)



Connection to access control such as PAC SecureNet, SIPOrt, etc.



Follow-up of instructions and training courses



Signature pad for signing documents



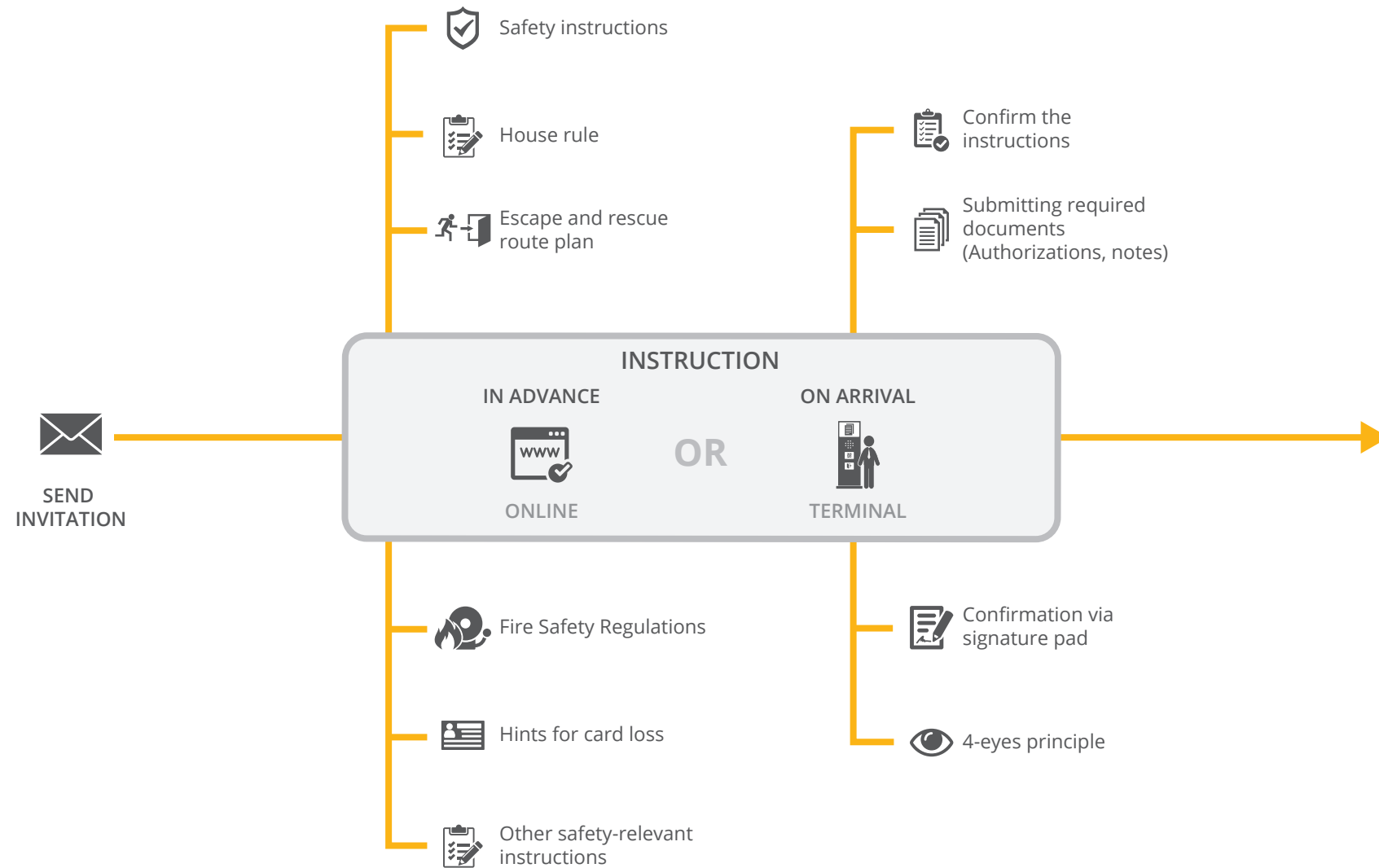
Training and instruction of employees and visitors



Automate compliance processes



Easy integration of own compliance processes





JAMES – SELF CHECK-IN FOR LOGISTICS AGAINST THE BABYLONIAN CONFUSION OF LANGUAGES

The transport industry is characterised by multilingualism and the 24-hour cycle. To make this process as easy as possible for the operator to carry out, we offer the possibility of a self check-in counter. This usually consists of a column with a multitouch display, a QR code reader, intercom and the connection to access control. This enables the supplier to navigate independently through the check-in process.

An overview of the individual functions of our terminals:

- Multilingual support
- Introduction to local security guidelines
- Very easy to use due to QR-code based tickets
- Connection to barriers, turnstiles, etc.
- Scanning of delivery documents
- Allocation of parking and waiting areas



QR code
reader



Access control
reader



Touch
panel



Intercom



Multilingual
translation with
JamesLingo

Original pillar may differ from
the illustration

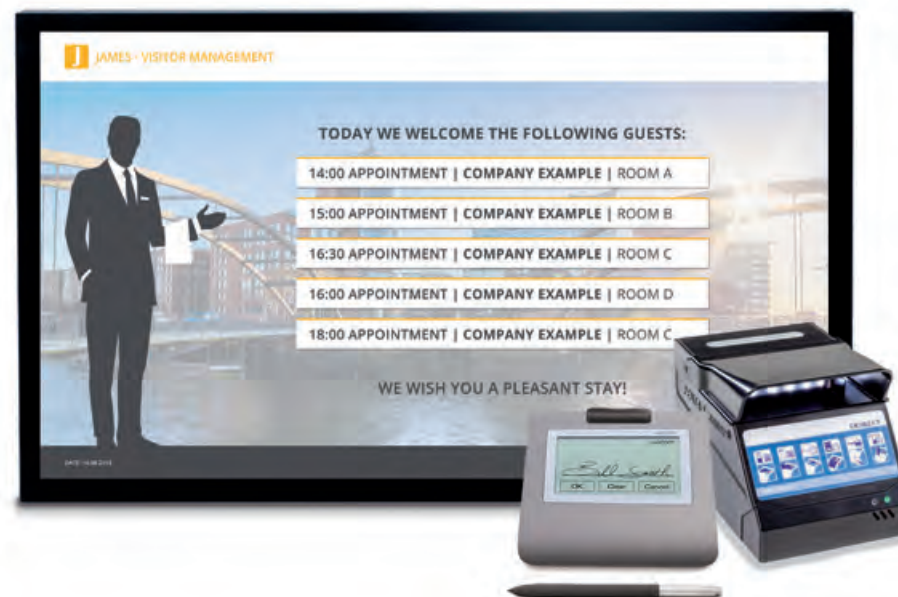


COMPLETE SYSTEM FOR RECEPTION – FROM INTERACTIVE TERMINAL TO DOCUMENT SCANNER

Checking in and registering visitors has never been easier. With the complete system for your 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 this is desired.

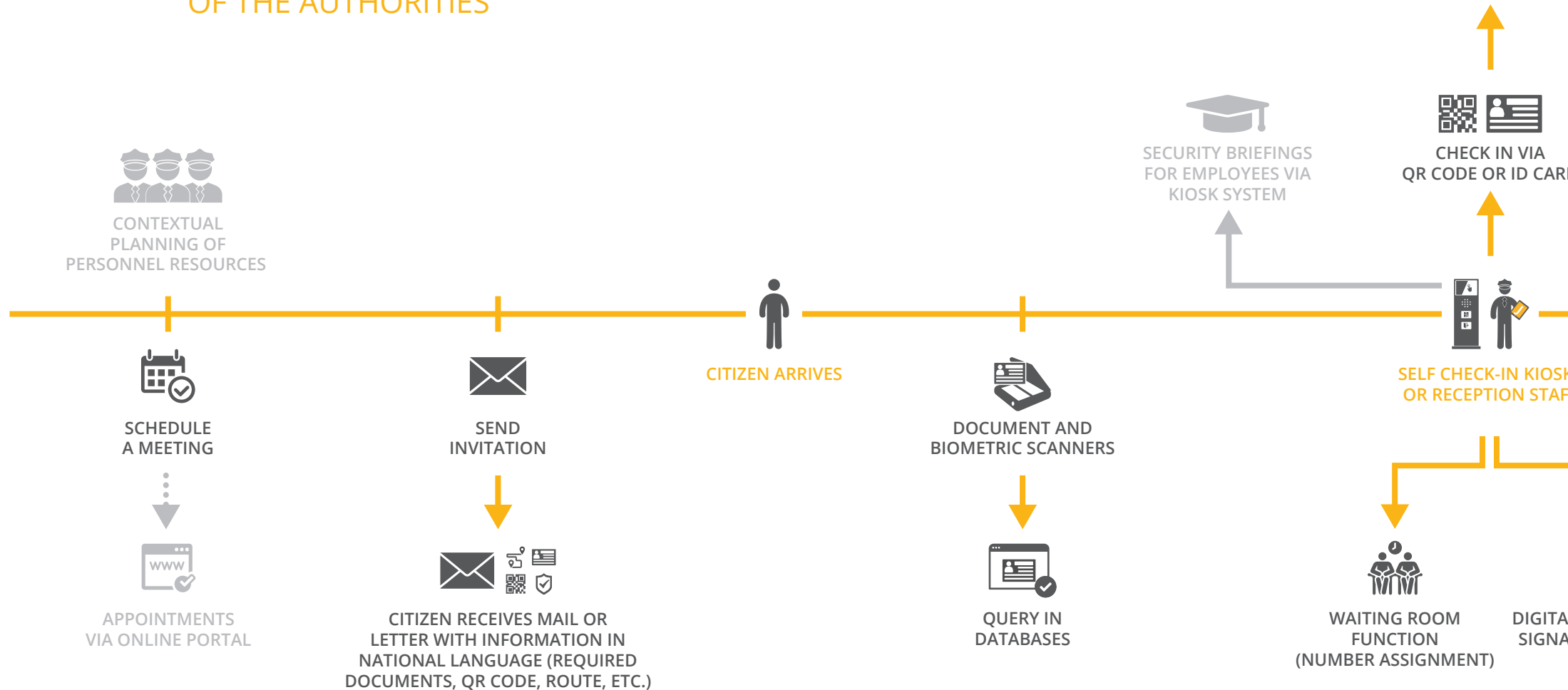
The large multi-touch display has a particularly robust design and is therefore relatively insensitive to daily wear and tear or cleaning work. We also have displays in our range that are also suitable for outdoor use and can therefore also be used at the supplier entrance, for example for independent check-in of truck drivers.

By reading out ID cards or other international documents, the annoying typing of all personal data is no longer necessary. This relieves the staff and saves time and resources. In addition, forms such as safety instructions can be read conveniently on the touch panel and countersigned directly using the signature pad.





PROCESS EXAMPLE 6: INTEGRATION INTO THE DAILY ROUTINE OF THE AUTHORITIES



PROCESS:

the category
(contact, appointment, etc.)
the language modules
the language
the information



NOTIFICATION TO THE GUARD
ABOUT THE ARRIVAL OF
AN ALREADY KNOWN CITIZEN
WITH BEHAVIOURAL PROBLEMS,
E.G. BY SMS.

you speak, he translates
JAMESlingo
conversations made easy
JAMESdialog

COMMUNICATION WITH FOREIGNERS
USING TRANSLATION SOFTWARE
VIA TABLET OR PC



EVALUATION AND FEEDBACK
ON THE SERVICE AT THE
FEEDBACK TERMINAL



CITIZEN LEAVES
THE HOUSE



CONVERSATION WITH
THE CITIZEN



NOTIFICATION OF THE
ARRIVAL OF THE CITIZEN
TO THE EMPLOYEE



NOTIFICATION OF
SECURITY FORCES
OR COLLEAGUES



DE-ESCALATION BY
SECURITY FORCES
OR COLLEAGUES



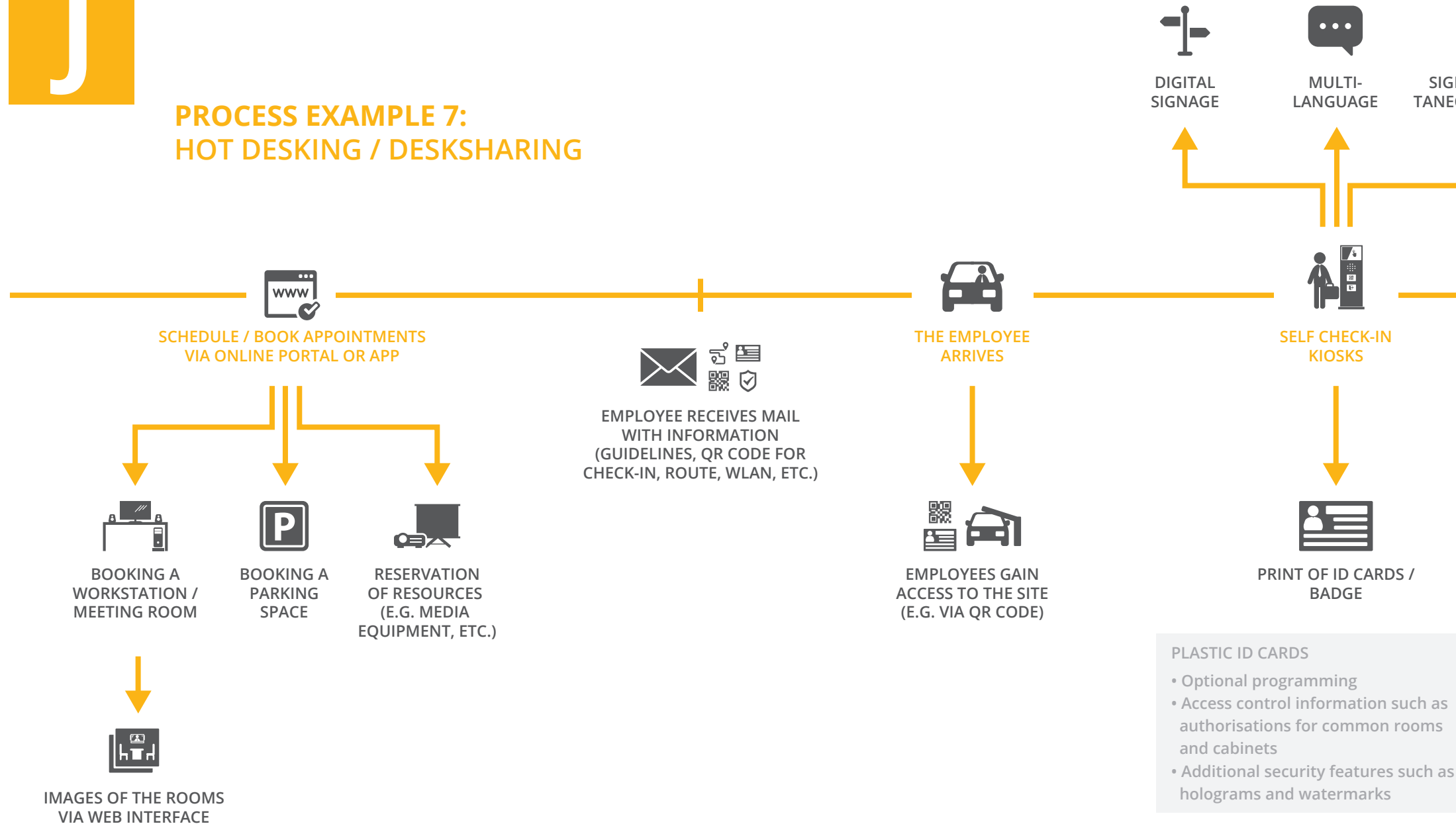
HIDDEN
ESCALATION ALARM

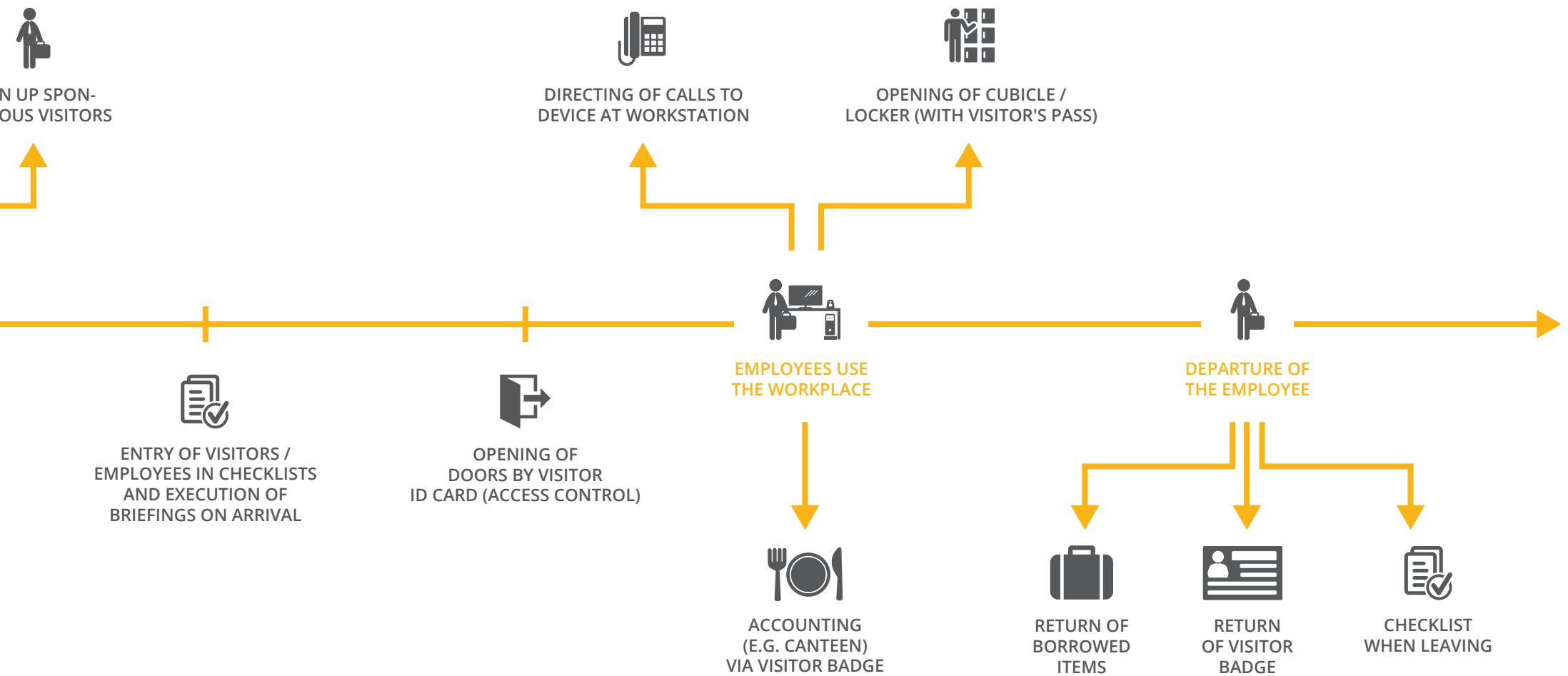


EXTERNAL SIGNAGE /
ALARM SYSTEM



PROCESS EXAMPLE 7: HOT DESKING / DESKSHARING

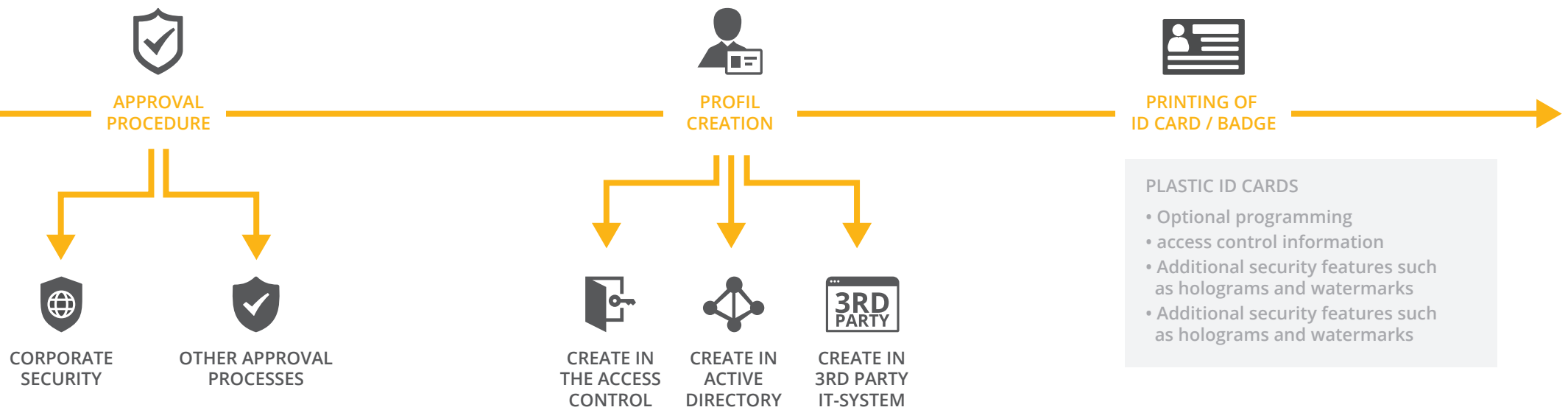






PROCESS EXAMPLE 8: IDENTITY MANAGEMENT (JAMES ID HUB) FOR EMPLOYEES AND VISITORS







ROGER – THE INTELLIGENT ALARM SERVER

Automatic notification, silent alerting or accessibility of individuals or groups in emergency scenarios is a current topic. The quick reaction in the event of accidents on factory premises or the subtle one to help with escalations in public authorities - all these functions are mapped efficiently and flexibly by our alerting server ROGER.

Basically, the server can be operated in various modes:

- silent alarm
- factory alarm
- control station alarm
- automatic, event-driven notifications

Depending on programming and customer specifications, our alerting server receives its final function. The so-called „event engine“ reacts to manual or automatic triggers and processes them so that the respective persons are processed and notified as quickly as possible. In an emergency, seconds can be decisive.

Interaction with the environment can take place either via self-sufficient communication channels or alternatively as a sub-system of your existing telecommunications system.



Manual release via desk phone, button or PC client



Dynamic call chains with individual threshold values



Auto-tolerance function for cyclical instruction



Alerting via telephone, mobile phone, SMS, e-mail



Emergency and team conferences



Alarming the control station



Alarms about live announcements, taped speech, etc.



Alerting via social media such as Twitter, WhatsApp, etc.



Confirmation and protocolling



Rapid response to general average/production disruption



Digital route map and digital signage for evacuation



Connection to fire alarm system, burglar alarm system or relay contacts



FACTORY ALARM ACCIDENT OR HAZARD MANAGEMENT

In industry, a reliable alarm server is not only required in the event of failures or malfunctions. The coordination of emergency services in daily operations or the automatic execution of processes in emergency situations are the most common deployment scenarios here..

- Automatic or manual triggering in case of need
- Team conferences for discussion and coordination
- Connection to fire alarm system or burglar alarm system
- Inclusion of mobile guards

ACTIVE ASSEMBLY POINT SAFE EVACUATION AND LOCATION DETERMINATION

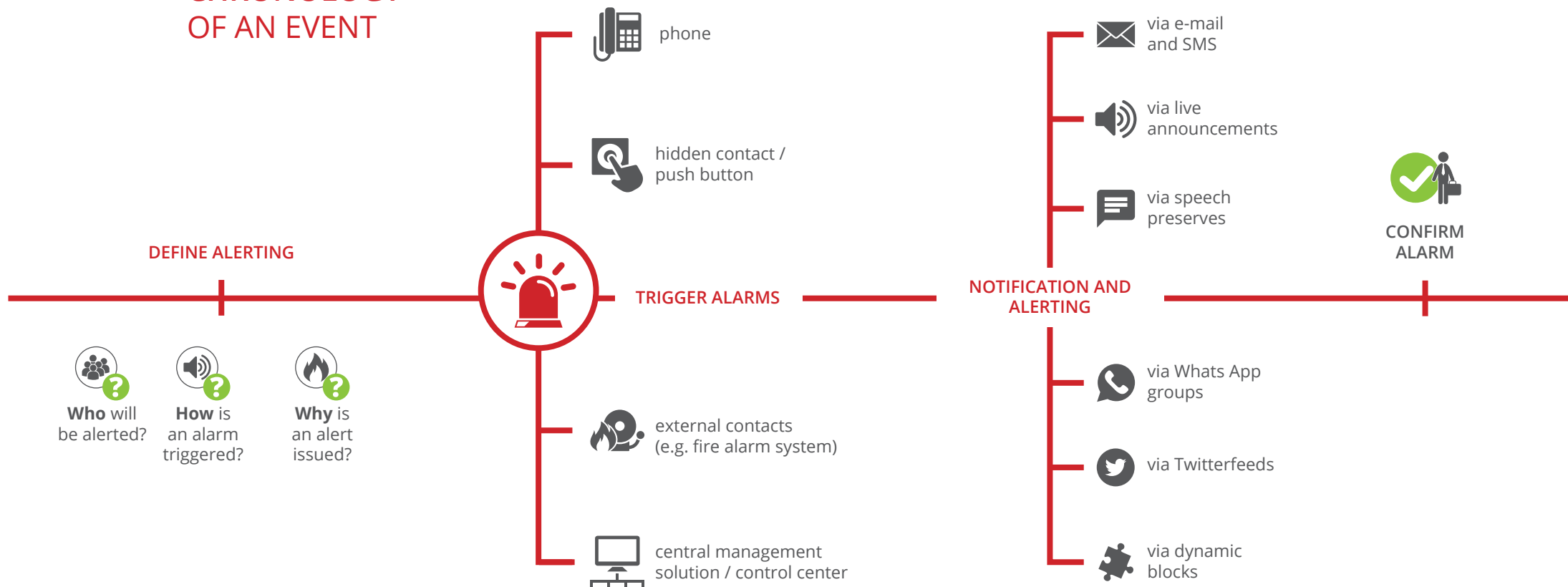
In the event of an evacuation on large areas, it is often difficult to reliably determine regular personnel and visitors at the designated assembly points. With the idea of „active assembly points“ this need can be solved quite simply and accessible to the user.

Regular employees register at the assembly point with their access control cards or time recording chips. Visitors, on the other hand, scan a QR code or use the manual key input on the terminal. The visualization of the collected data can be transferred to third party systems in real time.



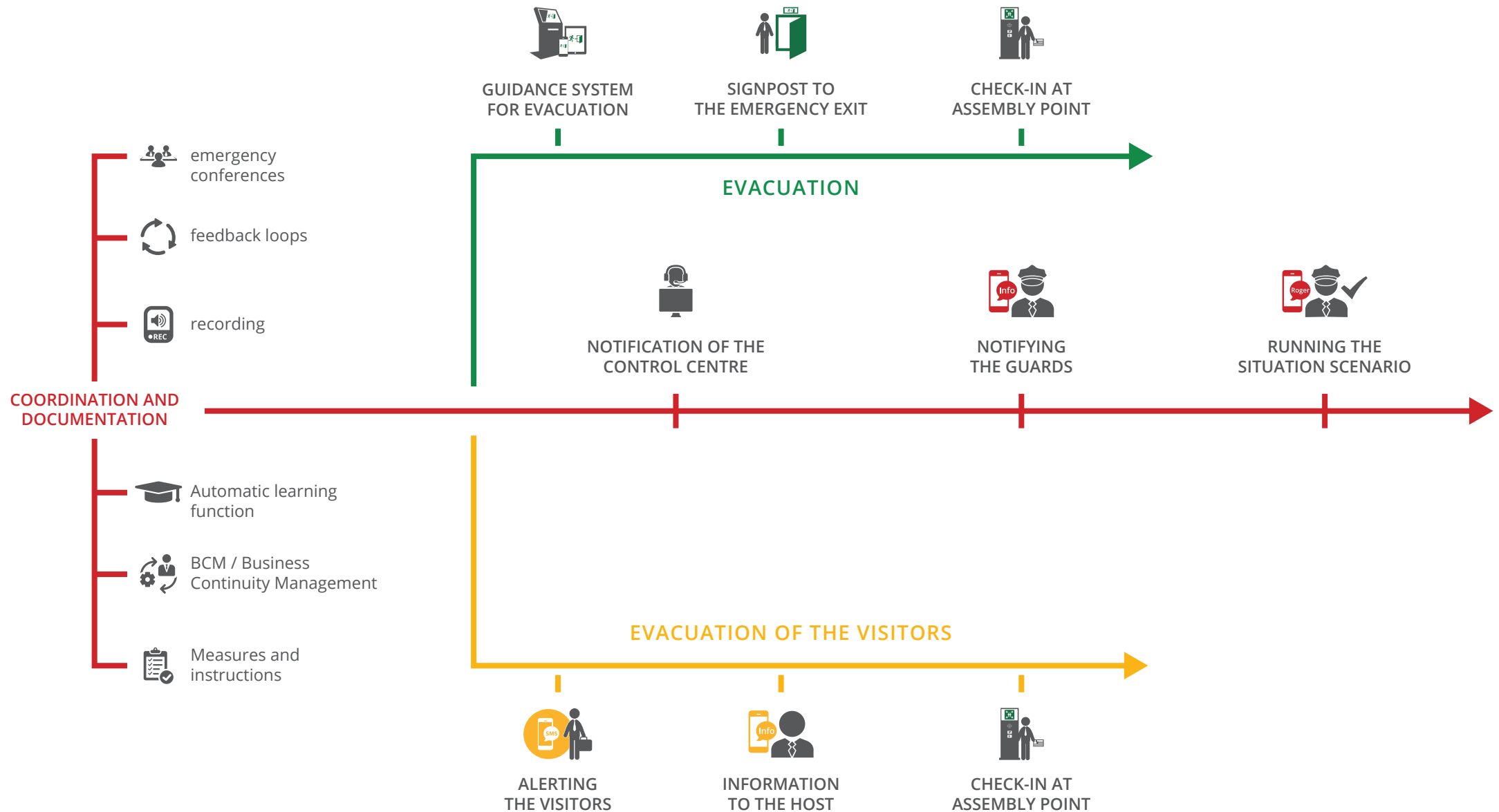


PROCESS EXAMPLE 9: CHRONOLOGY OF AN EVENT



Scan the QR code and take a look at the animated "ROGER Story".





metaSEC
Managing Director: Lukas Ziaja
Stockumer Bruch 4
DE-58454 Witten Stockum

Phone: +49 2302 / 98391080
Fax: +49 2302 / 98391089
E-mail: info@metasec.de
Web: www.metasec.de

IMPRESSUM

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