META SEC

ESTABLISHING *PROCESSES* EASILY

JAMES - VISITOR MANAGEMENT REDEFINED

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 of the individual modules and time sequences. These examples can be tailored to your individual processes with JAMES or ROGER.

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

J

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, it is necessary to connect to existing and sometimes very differing hardware and software. This 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 much of the existing company data into JAMES, evaluate it and transform it into robust processes.

Browser-based visitor management software to manage all visitor processes

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

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

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

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

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

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

Feedback terminal function for customer evaluations

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

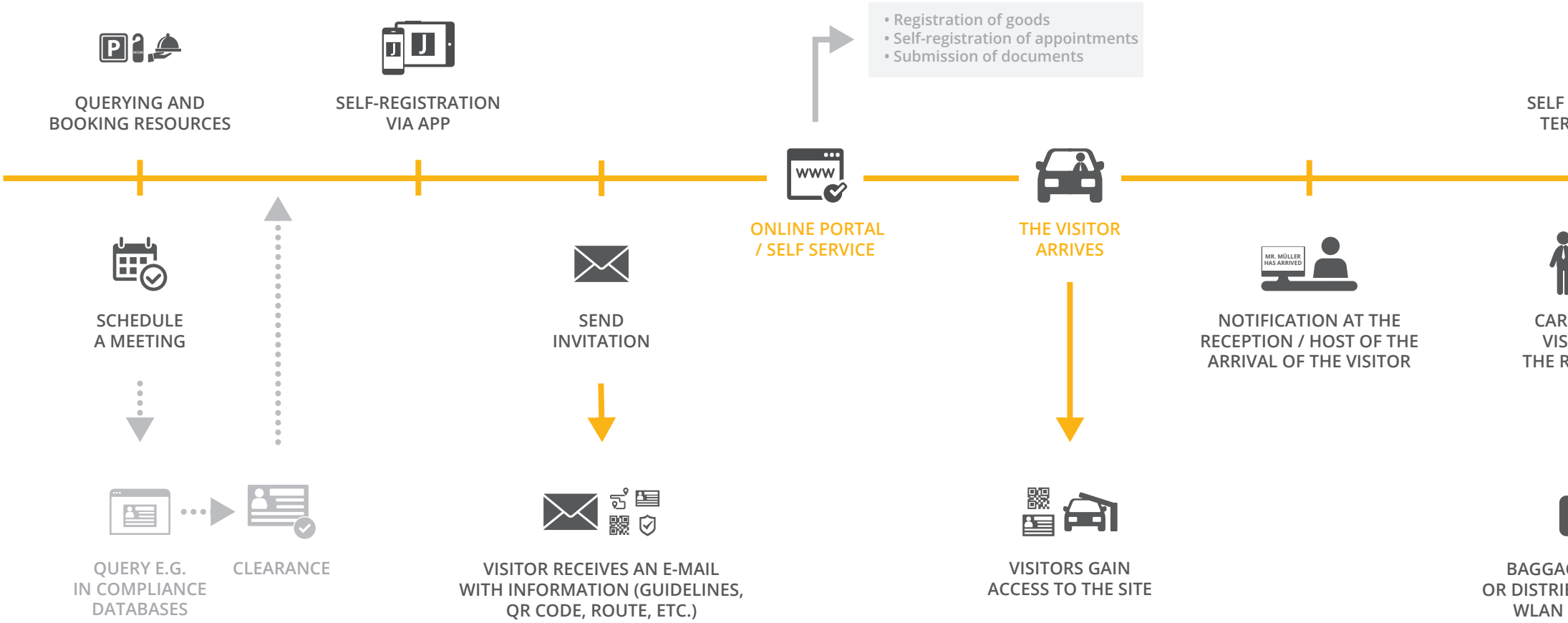
Key management and administration of additional access media

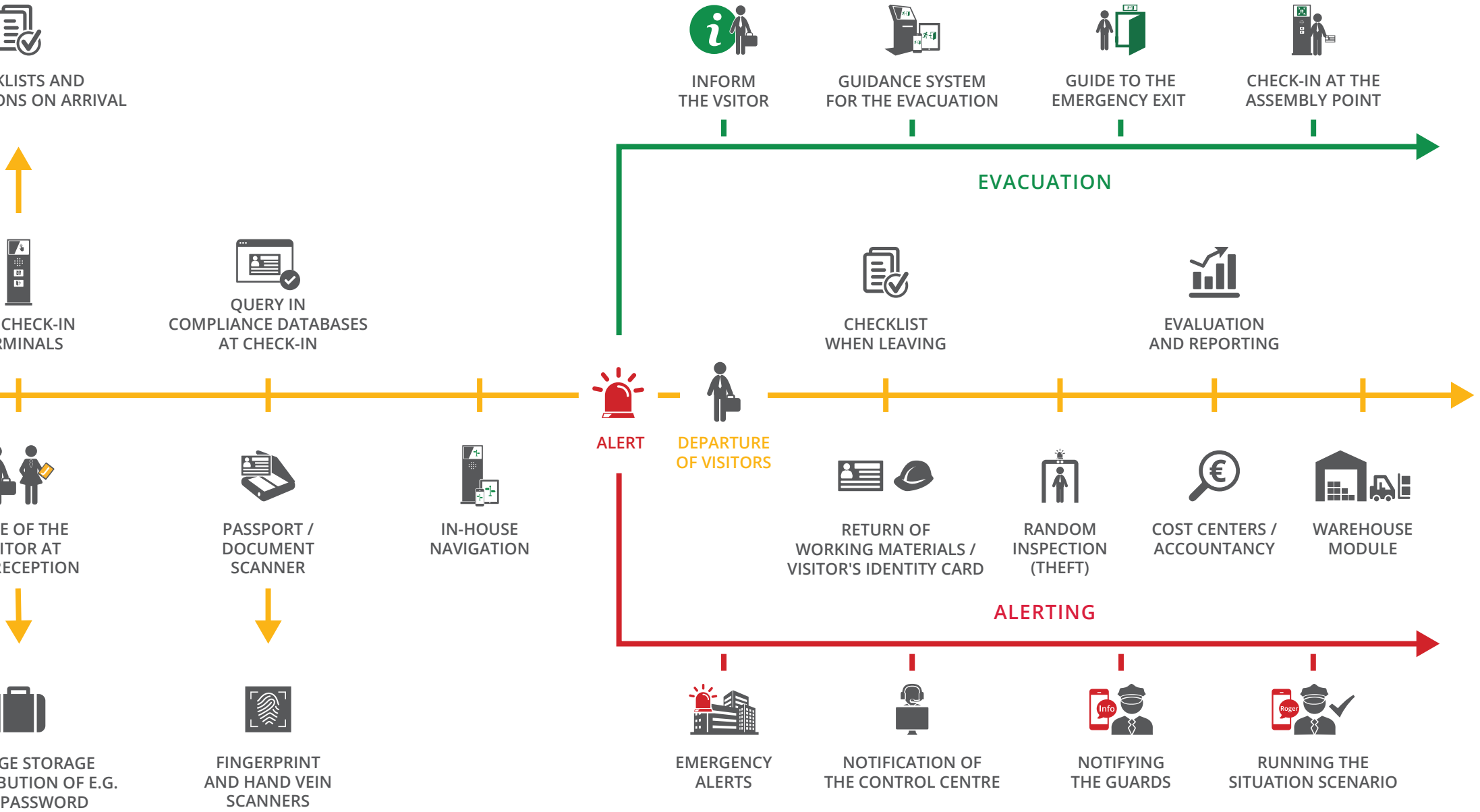
Training and instruction at the kiosk terminal or in the web portal to ensure operational safety (can also be linked to access control)

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




KLISTS AND
ONS ON ARRIVAL
CHECK-IN
RMINALS
QUERY IN
COMPLIANCE DATABASES
AT CHECK-IN
E OF THE
ITOR AT
RECEPTION
PASSPORT /
DOCUMENT
SCANNER
IN-HOUSE
NAVIGATION
ALERT
DEPARTURE
OF VISITORS
INFORM
THE VSITOR
GUIDANCE SYSTEM
FOR THE EVACUATION
GUIDE TO THE
EMERGENCY EXIT
CHECK-IN AT THE
ASSEMBLY POINT
EVACUATION
CHECKLIST
WHEN LEAVING
EVALUATION
AND REPORTING
RETURN OF
WORKING MATERIALS /
VISITOR'S IDENTITY CARD
RANDOM
INSPECTION
(THEFT)
COST CENTERS /
ACCOUNTANCY
WAREHOUSE
MODULE
ALERTING
GE STORAGE
BUTION OF E.G.
PASSWORD
FINGERPRINT
AND HAND VEIN
SCANNERS
EMERGENCY
ALERTS
NOTIFICATION OF
THE CONTROL CENTRE
NOTIFYING
THE GUARDS
RUNNING THE
SITUATION SCENARIO

PROCESS EXAMPLE 2:
A CRAFTSMAN COMES TO WORK

CONNECTION TO MERCHANDISE MANAGEMENT, E.G. SAP® OR NAVISION®

SCHEDULE A MEETING

QUERY E.G. SUPPLIERS OR COMPLIANCE DATABASES

CLEARANCE

CHECKING THE PARKING LOT / THE COURTYARD SITUATION

INQUIRY HOT WORK / MESSAGE FOR SWITCHING OFF SMOKE DETECTORS (SAFETY, SECURITY, LOGISTICS)

IF NECESSARY, ADDITIONAL SECURITY SUPPORT (E.G. FIRE DEPARTMENT PERSONNEL)

SEND AN INVITATION

CRAFTSMAN RECEIVES AN E-MAIL WITH INFORMATION (GUIDELINES, QR CODE, ROUTE, ETC.)

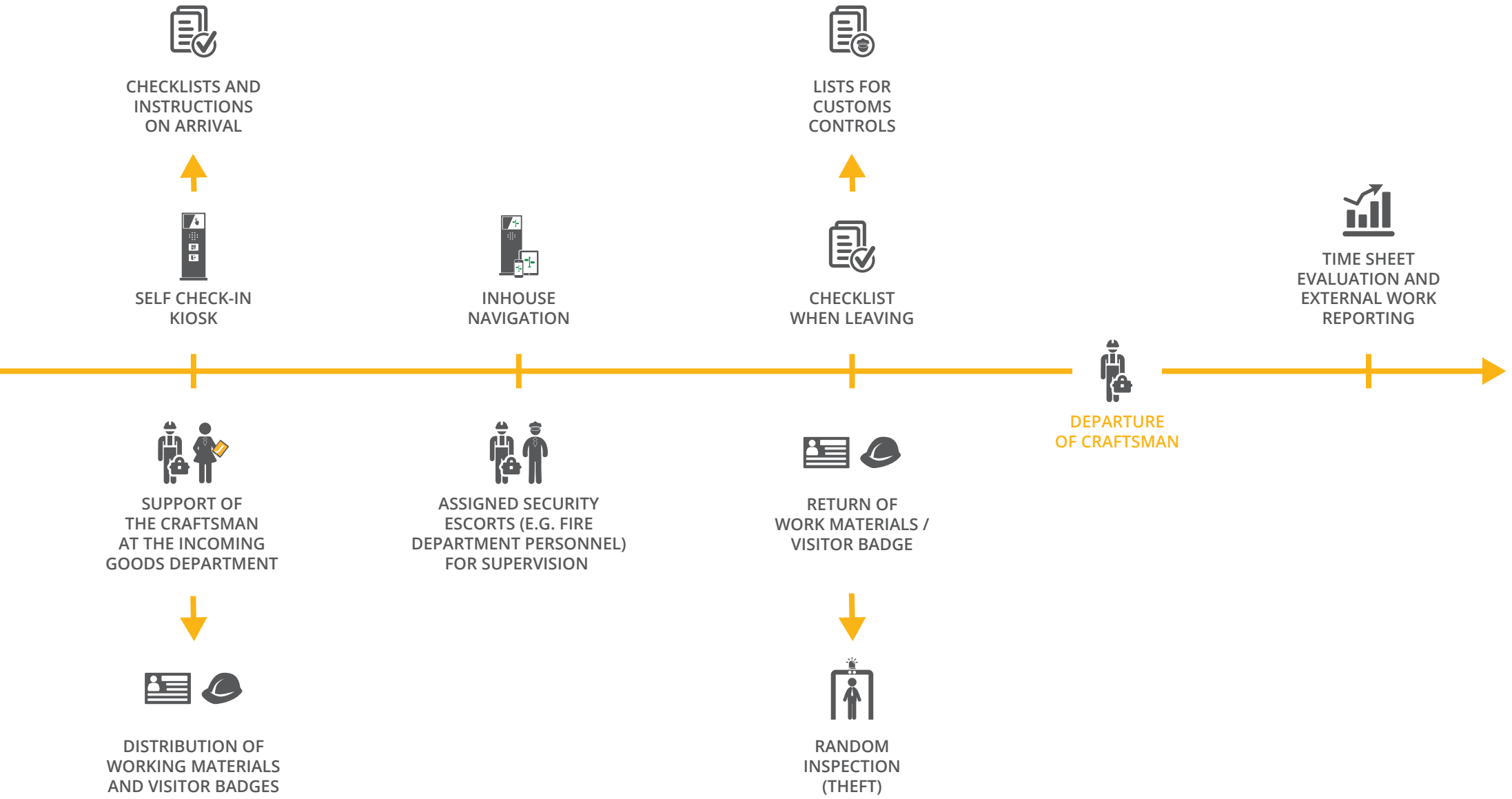
ONLINE PORTAL / SELF SERVICE

SUBMISSION OF REQUIRED DOCUMENTS (E.G. WELDING CERTIFICATE)

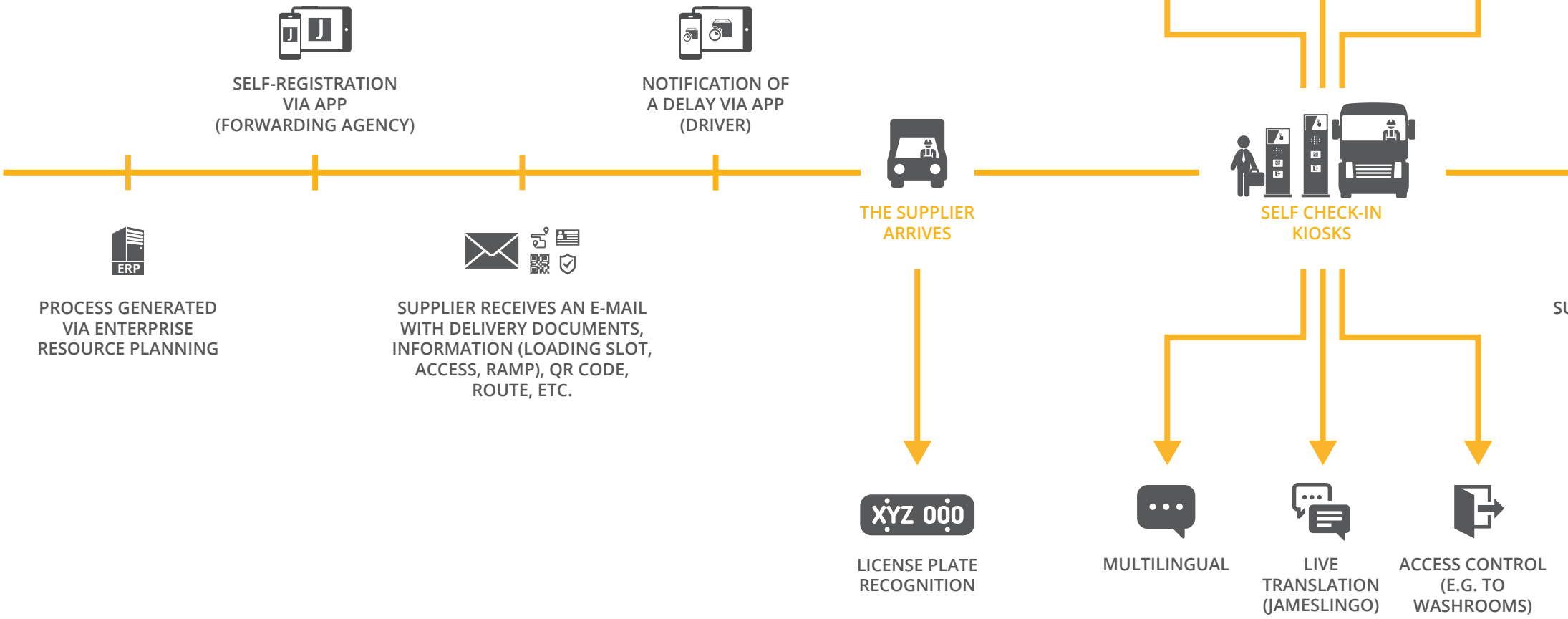
THE CRAFTSMAN ARRIVES

NOTIFICATION AT RECEIPT OF GOODS ABOUT THE ARRIVAL OF THE CRAFTSMAN

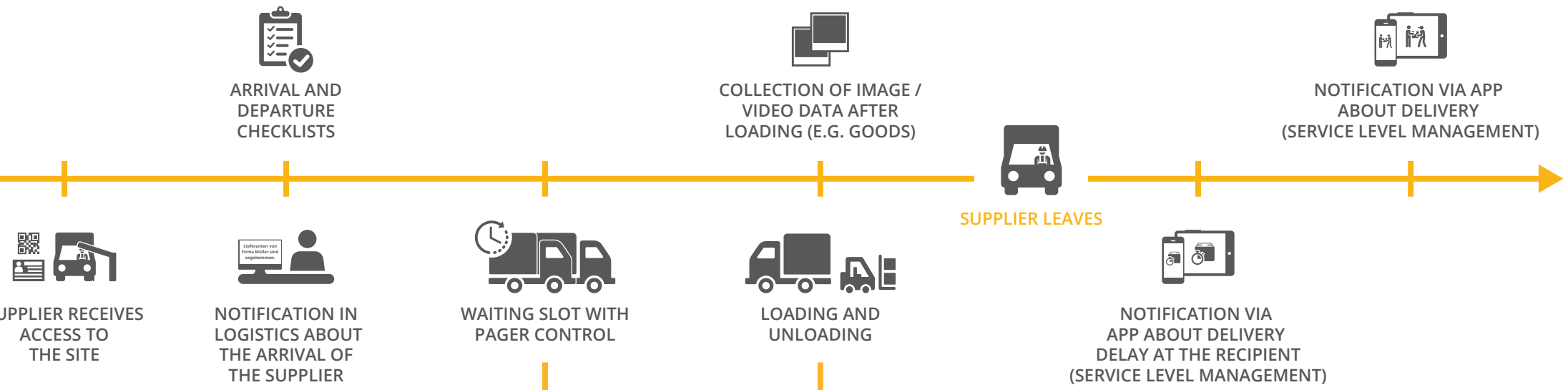
CRAFTSMAN RECIEVES ACCESS TO THE AREA


CHECKLISTS AND INSTRUCTIONS ON ARRIVAL
SELF CHECK-IN KIOSK
SUPPORT OF THE CRAFTSMAN AT THE INCOMING GOODS DEPARTMENT
DISTRIBUTION OF WORKING MATERIALS AND VISITOR BADGES
INHOUSE NAVIGATION
ASSIGNED SECURITY ESCORTS (E.G. FIRE DEPARTMENT PERSONNEL) FOR SUPERVISION
LISTS FOR CUSTOMS CONTROLS
CHECKLIST WHEN LEAVING
RETURN OF WORK MATERIALS / VISITOR BADGE
RANDOM INSPECTION (THEFT)
DEPARTURE OF CRAFTSMAN
TIME SHEET EVALUATION AND EXTERNAL WORK REPORTING

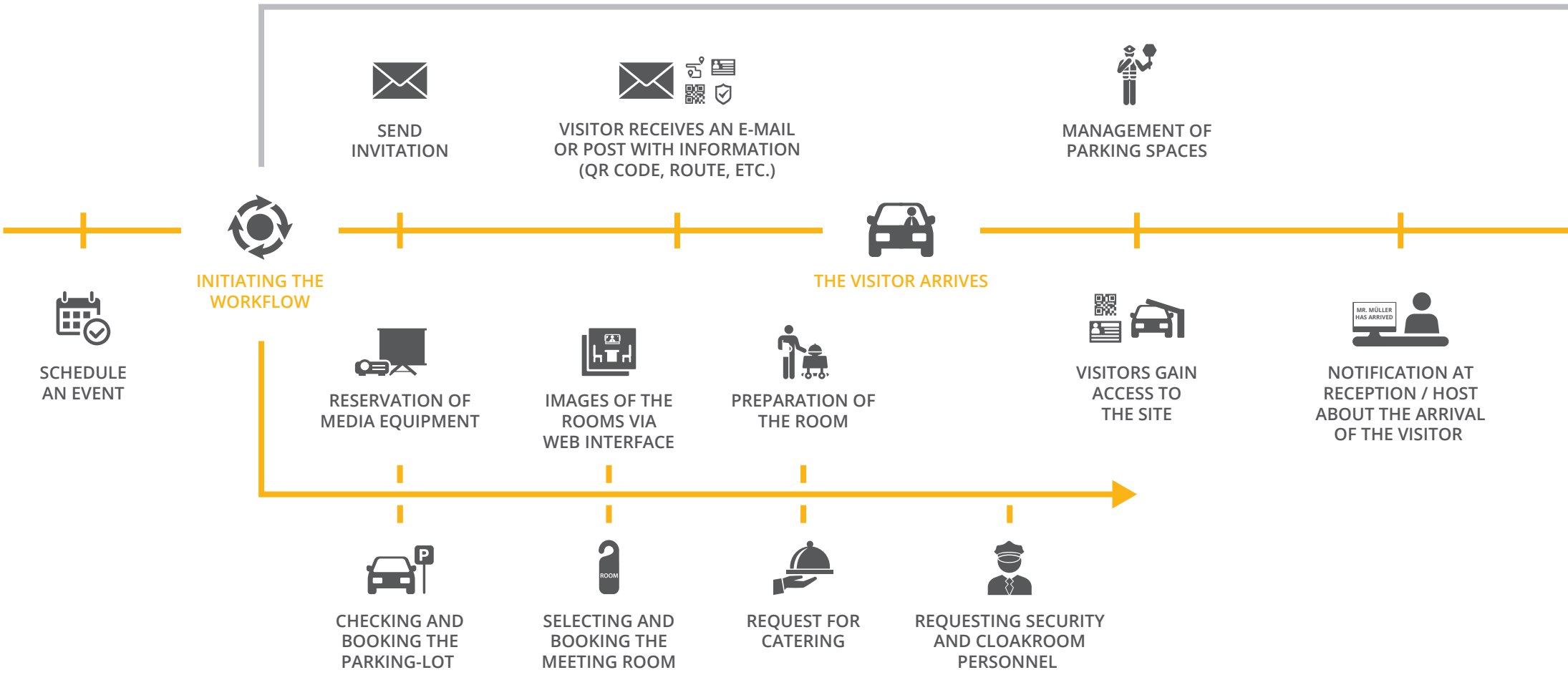
PROCESS EXAMPLE 3:
INTERLINKED LOGISTICS PROCESS
FULLY AUTOMATED (INDUSTRY 4.0)

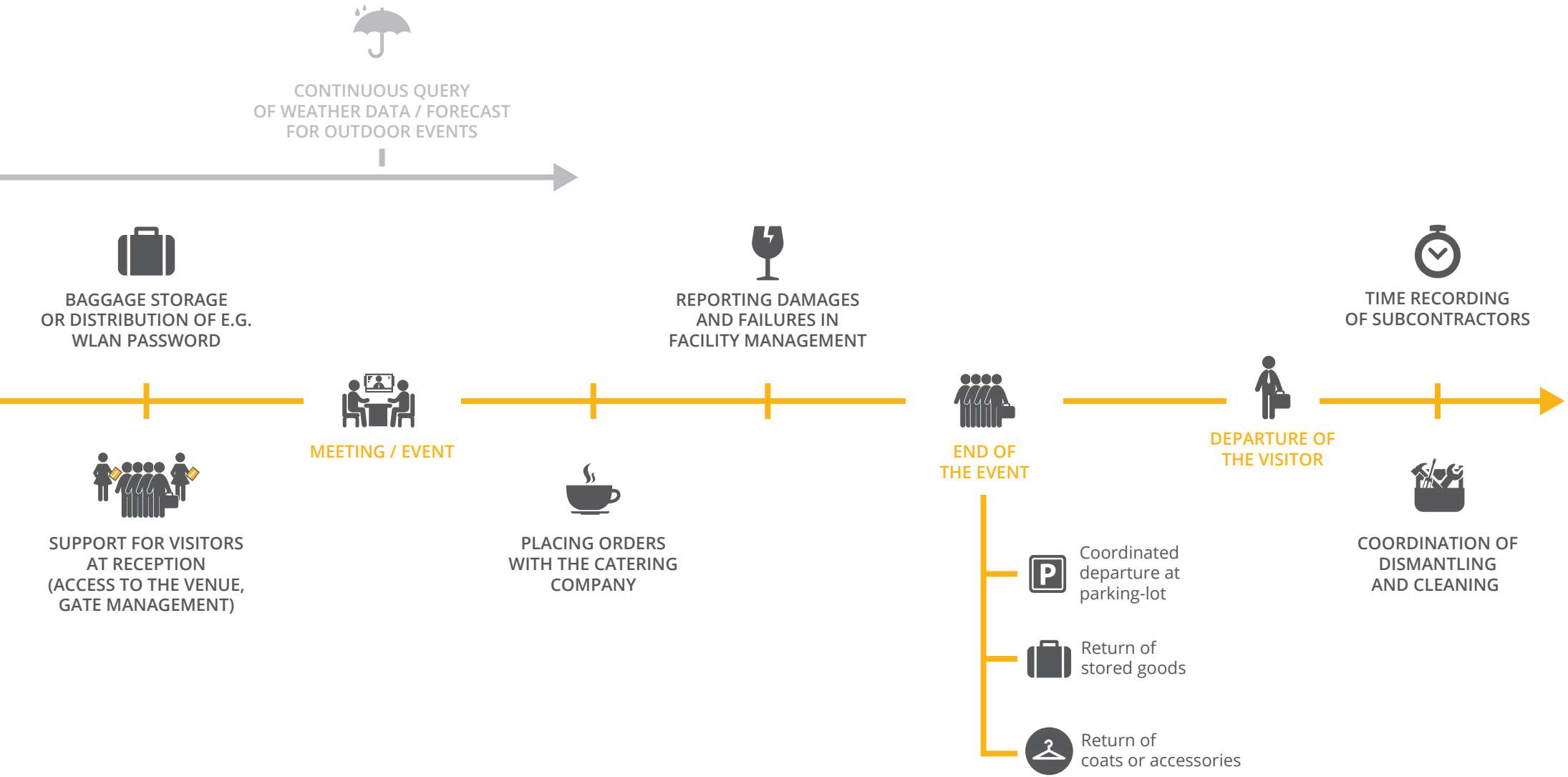


ON-SITE COMMUNICATION WITH THE DISPATCHER OR LOCAL STAFF VIA APP



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




CONTINUOUS QUERY
OF WEATHER DATA / FORECAST
FOR OUTDOOR EVENTS
BAGGAGE STORAGE
OR DISTRIBUTION OF E.G.
WLAN PASSWORD
SUPPORT FOR VISITORS
AT RECEPTION
(ACCESS TO THE VENUE,
GATE MANAGEMENT)
MEETING / EVENT
PLACING ORDERS
WITH THE CATERING
COMPANY
REPORTING DAMAGES
AND FAILURES IN
FACILITY MANAGEMENT
END OF
THE EVENT
Coordinated
departure at
parking-lot
Return of
stored goods
Return of
coats or accessories
DEPARTURE OF
THE VISITOR
TIME RECORDING
OF SUBCONTRACTORS
COORDINATION OF
DISMANTLING
AND CLEANING

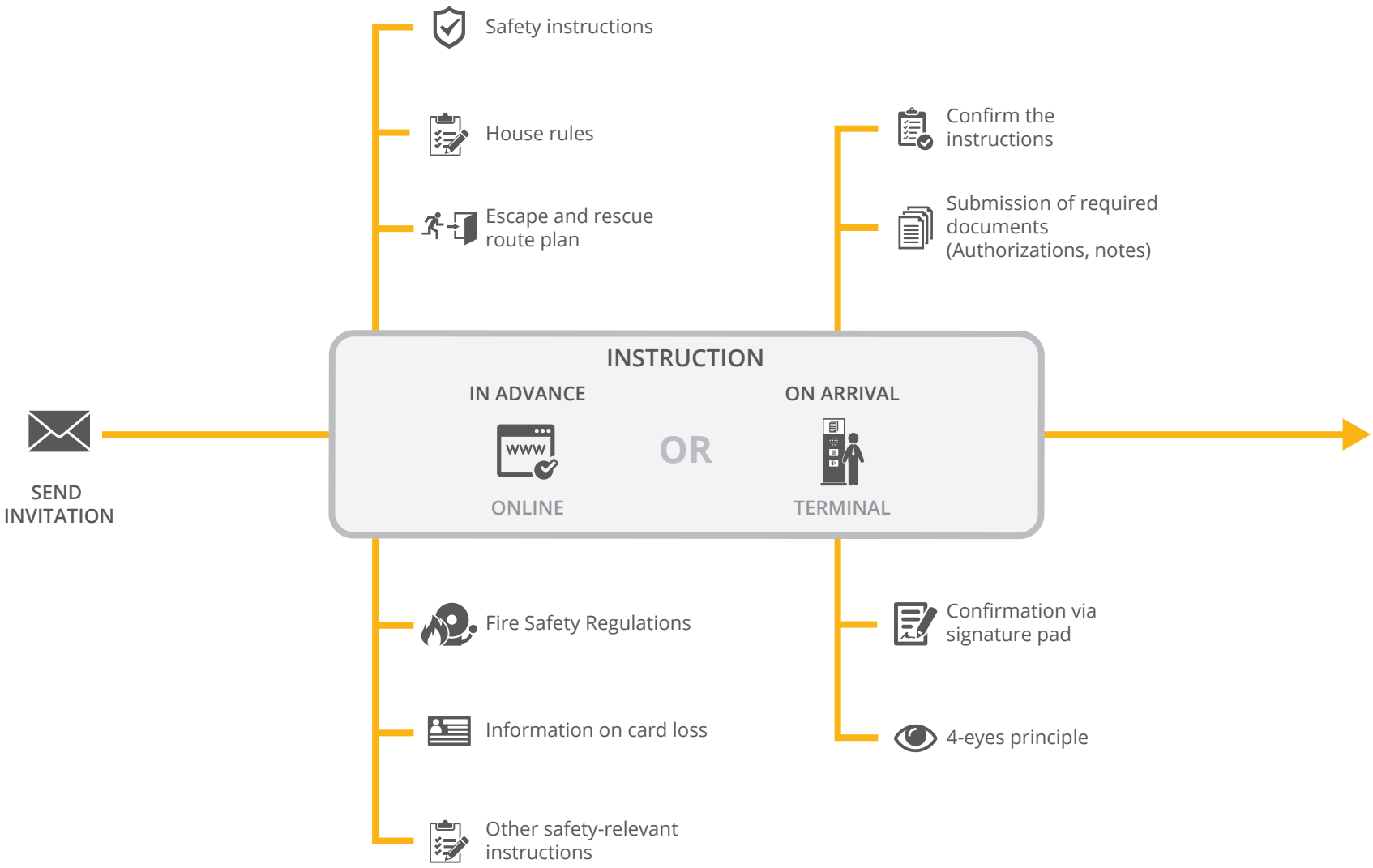
J

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 shorter reaction times.

With JAMES you can map all processes of training and instruction management. Employees and visitors can carry out these tasks independently via our information terminals. Specified intervals at which a group of persons are notified of upcoming safety instructions, as well as an automatic access block on 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
- Automatic compliance processes
- Easy integration of own compliance processes

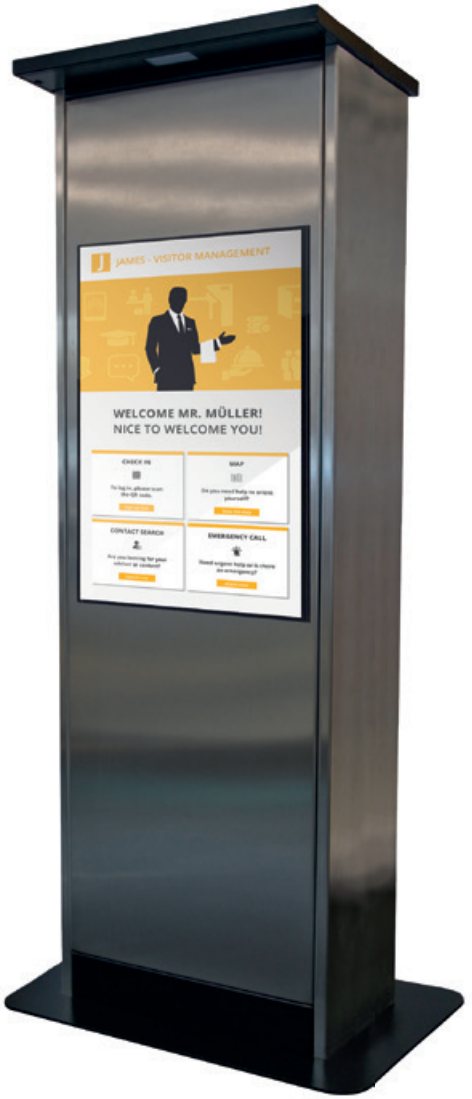

Safety instructions
House rules
Escape and rescue route plan
Confirm the instructions
Submission of required documents (Authorizations, notes)
INSTRUCTION
IN ADVANCE
ON ARRIVAL
OR
ONLINE
TERMINAL
SEND INVITATION
Fire Safety Regulations
Information on card loss
Other safety-relevant instructions
Confirmation via signature pad
4-eyes principle

JAMES — SELF CHECK-IN FOR LOGISTICS
FIGHTING 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

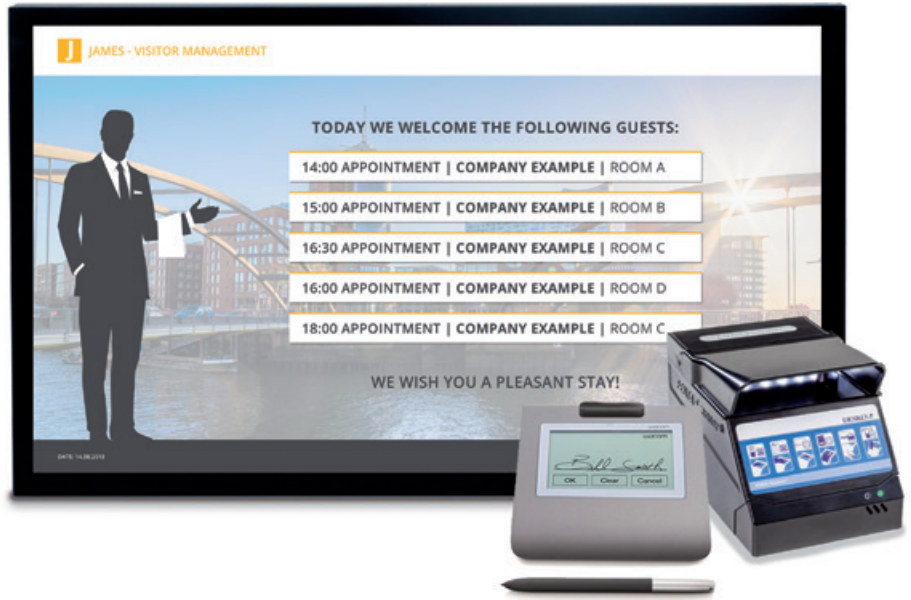
Actual pillar may differ from the illustration

COMPLETE SYSTEM FOR RECEPTION – FROM INTERACTIVE TERMINAL TO DOCUMENT SCANNER

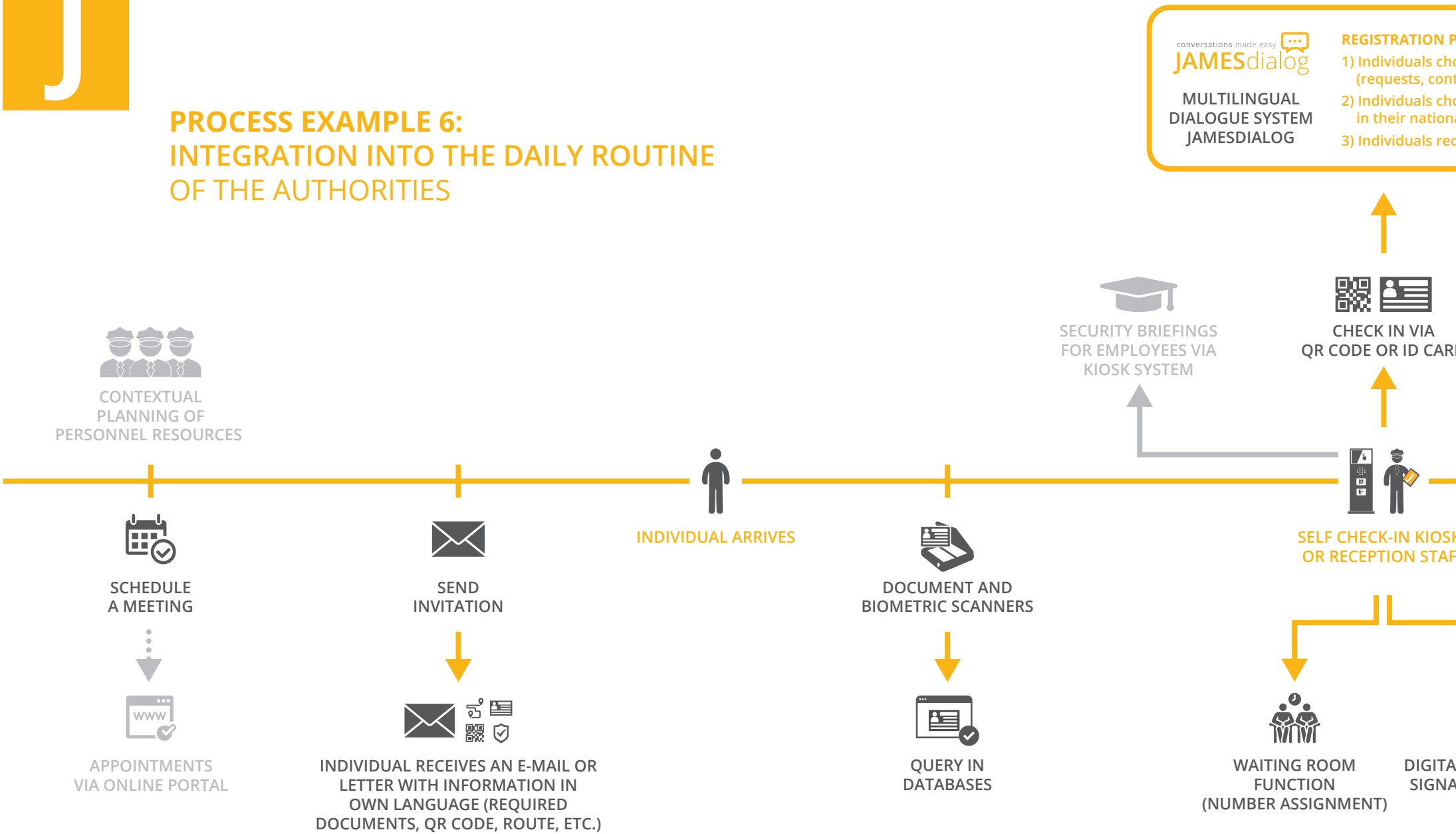
Checking in and registering visitors has never been easier. With a complete system for your reception, consisting of a multi-touch display, a document scanner and a signature pad, the visitor is able to navigate independently through the check-in process - if this is desired.

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 specifically designed for outdoor use and can therefore be used at the supplier entrance, for example for the independent check-in of truck drivers.

The possibility to verbally enter identification information means personal data no longer needs to be typed in manually. This function frees-up staff as well as saving 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



ROCESS:
oose category
tact, appointment, etc.)
oose language modules
al language
eive information

SMS

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

D

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

KS
F

MR. AHMAD HAS ARRIVED

NOTIFICATION OF THE
ARRIVAL OF THE INDIVIDUAL
TO THE EMPLOYEE

CONVERSATION WITH
THE INDIVIDUAL

INDIVIDUAL LEAVES
THE BUILDING / PREMISES

Info

NOTIFICATION OF
SECURITY FORCES
OR COLLEAGUES

DE-ESCALATION BY
SECURITY FORCES
OR COLLEAGUES

L SIGNAGE /
AGE SYSTEM

HIDDEN
ESCALATION ALARM

PROCESS EXAMPLE 7:
HOT DESKING / DESKSHARING

SCHEDULE / BOOK APPOINTMENTS VIA ONLINE PORTAL OR APP

BOOKING A WORKSTATION / MEETING ROOM

BOOKING A PARKING SPACE

RESERVATION OF RESOURCES (E.G. MEDIA EQUIPMENT, ETC.)

IMAGES OF THE ROOMS VIA WEB INTERFACE

EMPLOYEE RECEIVES AN E-MAIL WITH INFORMATION (GUIDELINES, QR CODE FOR CHECK-IN, ROUTE, WLAN, ETC.)

THE EMPLOYEE ARRIVES

EMPLOYEES GAIN ACCESS TO THE SITE (E.G. VIA QR CODE)

SELF CHECK-IN KIOSKS

PRINT OF ID CARDS / BADGE

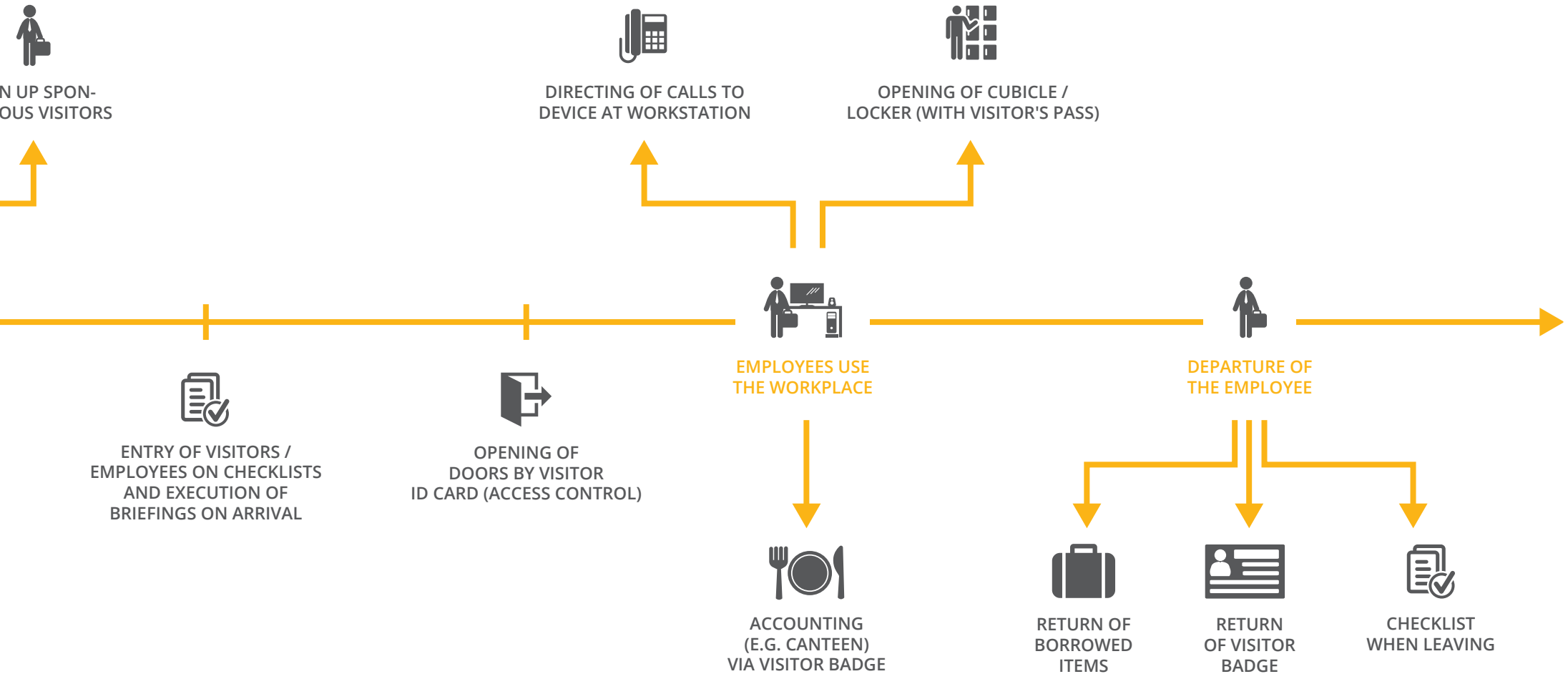
DIGITAL SIGNAGE

MULTI-LANGUAGE

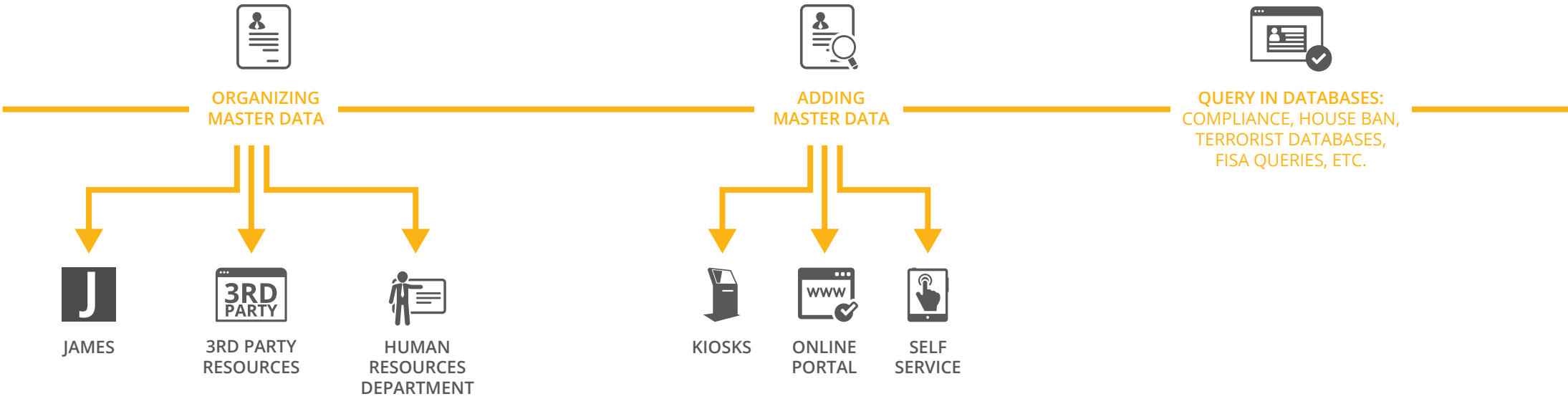
SIG
TANE

PLASTIC ID CARDS

- Optional programming
- Access control information such as authorisations for common rooms and cabinets
- Additional security features such as holograms and watermarks


N UP SPON-
OUS VISITORS
DIRECTING OF CALLS TO
DEVICE AT WORKSTATION
OPENING OF CUBICLE /
LOCKER (WITH VISITOR'S PASS)
ENTRY OF VISITORS /
EMPLOYEES ON CHECKLISTS
AND EXECUTION OF
BRIEFINGS ON ARRIVAL
OPENING OF
DOORS BY VISITOR
ID CARD (ACCESS CONTROL)
EMPLOYEES USE
THE WORKPLACE
DEPARTURE OF
THE EMPLOYEE
ACCOUNTING
(E.G. CANTEEN)
VIA VISITOR BADGE
RETURN OF
BORROWED
ITEMS
RETURN
OF VISITOR
BADGE
CHECKLIST
WHEN LEAVING

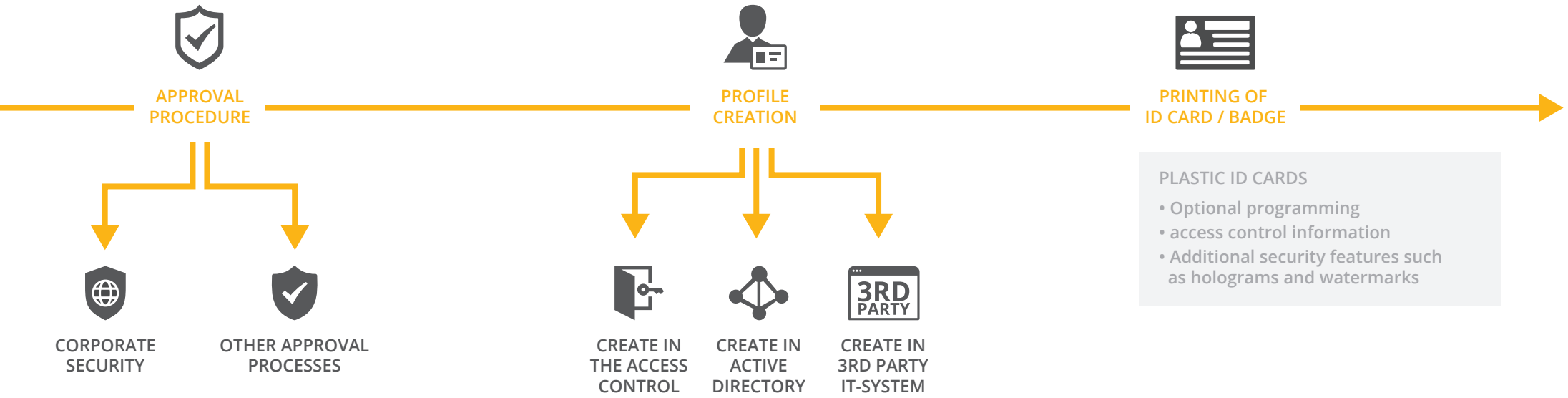
PROCESS EXAMPLE 8:
IDENTITY MANAGEMENT (JAMES ID HUB)
FOR EMPLOYEES AND VISITORS



MASTER DATA
- surname, first name
- birth date
- address
- division

+

- **FOTO**
- **BIOMETRY**
- **PROFILE FOR ELECTRONIC ACCESS CONTROL**



PLASTIC ID CARDS

- Optional programming
- access control information
- Additional security features such as holograms and watermarks

ROGER – THE INTELLIGENT ALARM SERVER

Automatic notification, silent alerts 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 appearance of a civil authority to help with escalating situations - 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 operational 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

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

Emergency and team conferences

Alerting the control station

Alarms via live announcements, taped speech, etc.

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

Confirmation and protocolling

Rapid response to general 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 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 need the highest priority. Here are some of the most common deployment scenarios:

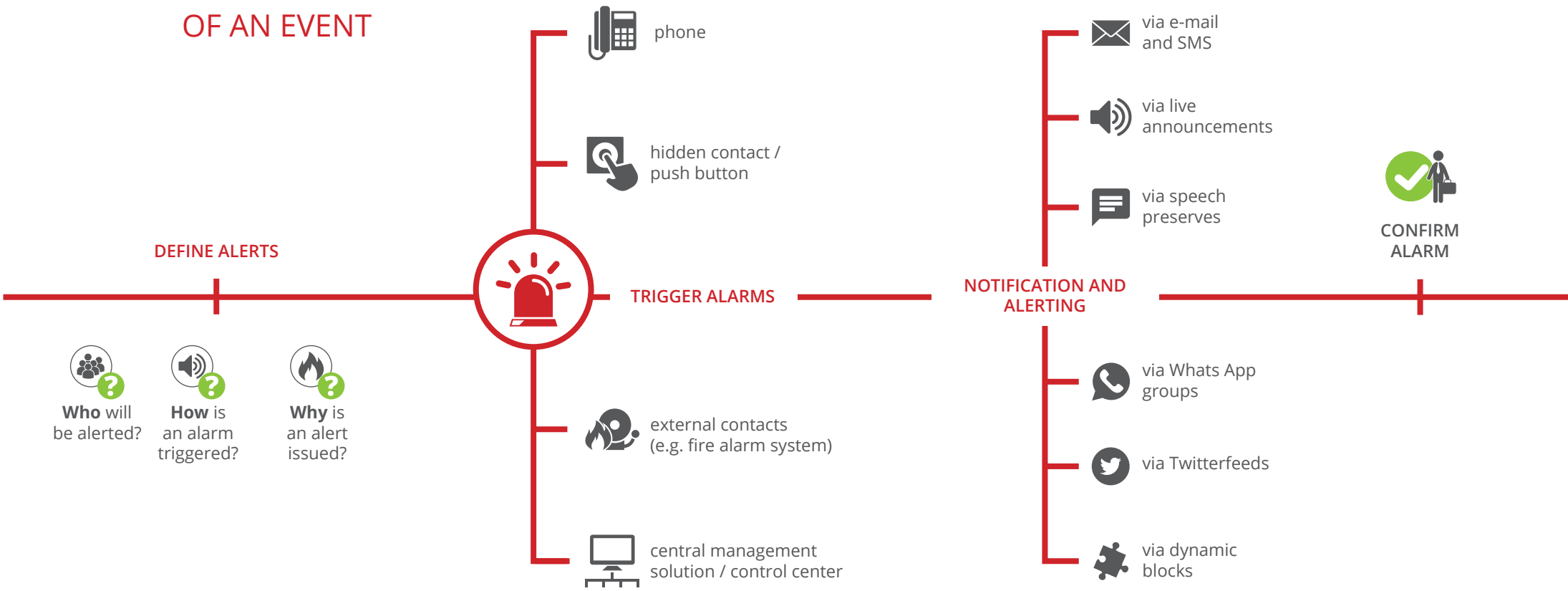
- Automatic or manual triggering in case of need
- Team conferences for discussion and coordination
- Connection to fire alarm system or burglar alarm system
- Inclusion of mobile guards

ACTIVE ASSEMBLY POINT
SAFE EVACUATION AND LOCATION DETERMINATION

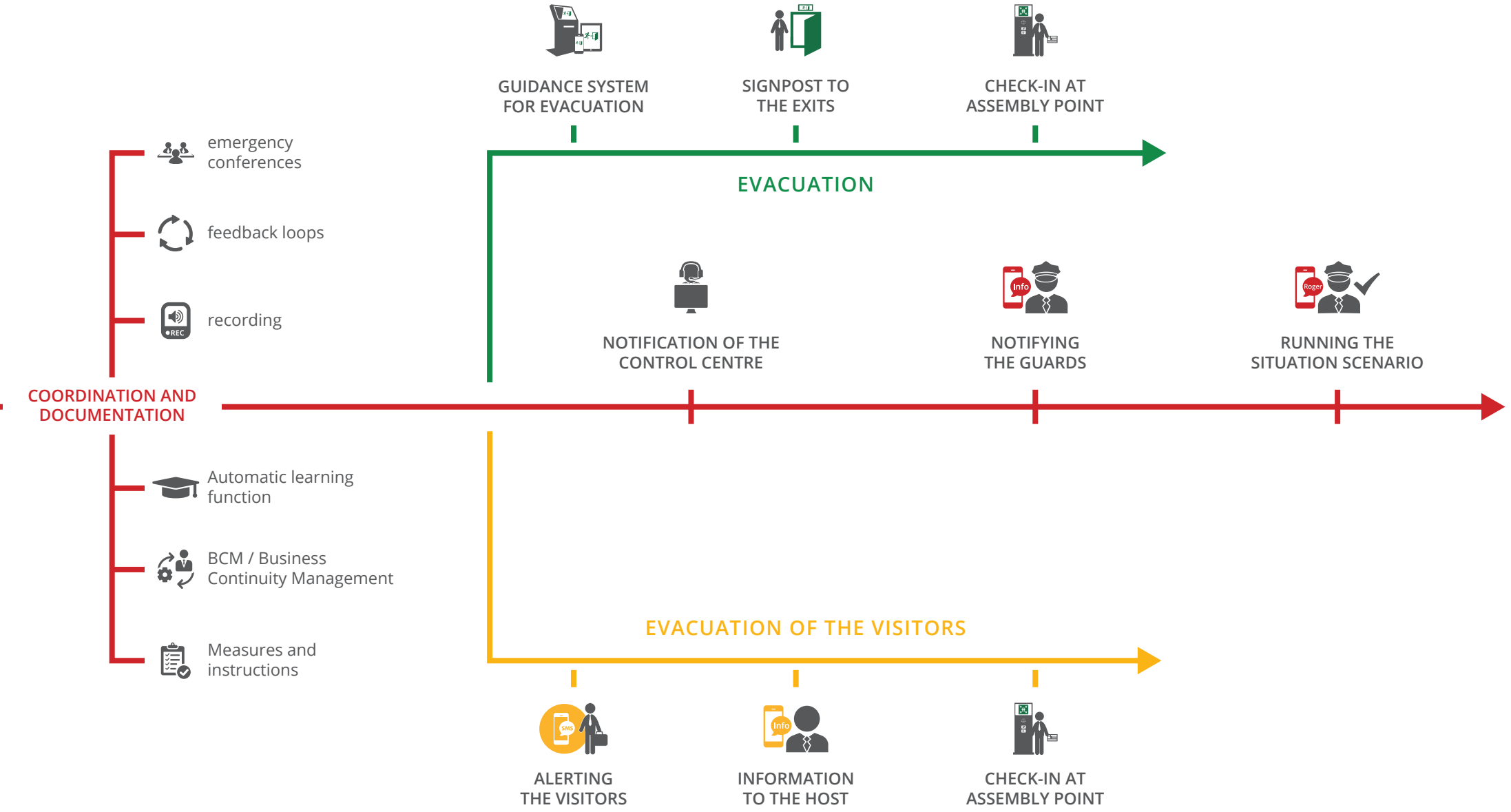
In the event of an evacuation in large areas, it is often difficult to reliably congregate regular personnel and visitors at the designated assembly points. With the idea of „active assembly points“ this need can be solved quite simply and easily by the user.

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".**


GUIDANCE SYSTEM FOR EVACUATION
SIGNPOST TO THE EXITS
CHECK-IN AT ASSEMBLY POINT
EVACUATION
emergency conferences
feedback loops
recording
NOTIFICATION OF THE CONTROL CENTRE
NOTIFYING THE GUARDS
RUNNING THE SITUATION SCENARIO
COORDINATION AND DOCUMENTATION
Automatic learning function
BCM / Business Continuity Management
Measures and instructions
EVACUATION OF THE VISITORS
ALERTING THE VISITORS
INFORMATION TO THE HOST
CHECK-IN AT ASSEMBLY POINT

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