# VIVA LA PROCESS!

**JAMES**
VISITOR MANAGEMENT **REVOLUTIONIZED**

CONTENT

# J

## JAMES – VIVA LA PROCESS!

Our visitor management software JAMES has grown and been perfected over the last few years in close cooperation with leading security and facility service providers. The digitization of processes and procedures in the areas of security and service has always been at the forefront of our development. Of course, this is always about the visitor or rather the visiting process. Someone is invited, arrives, has to orientate himself, is received, stays on the premises and finally leaves again. All these stages are linked to processes which, in our opinion, a modern visitor management system should coordinate and bundle in order to support both the employee and the guest and to facilitate the stay.

We have therefore adapted JAMES to the modern working environment and the conditions of industry 4.0. Starting with the invitation via e-mail, via the online portal for visitors, the pre-registration via app and our kiosk terminals for reception, we always rely on simple handling on the part of the users and easy comprehensibility for the visitor. High compatibility with existing hardware and current standards, such as a connection to Microsoft Active Directory and Outlook integration, ensures easy implementation in your business processes.

Of course, with JAMES we also attach great importance to compliance and data protection. This allows compliance and approval processes to be taken into account when invitations are created. Careful documentation, e.g. in the form of "arrival and departure checklists", enables you to always keep track of who is located at which point on your premises. Training courses and instructions can be documented and archived just as easily in order to be able to prove the exclusion of liability in case of need. And all that without clipboard and co.

On the following pages we have compiled everything you need to know about our visitor management JAMES. If you still have any questions or are looking for a special solution, please do not hesitate to contact us! We will be happy to advise you on the many possibilities to make your company fit for digital change.

# J

## FLEXIBLE AND DYNAMIC INTEGRATION OF OUR VISITOR MANAGEMENT

In order to be able to integrate seamlessly into existing processes, a natural connection to already existing and very different hardware and software is required. That is why we have placed great value on the highest possible degree of flexibility in the development of our visitor management system.

JAMES is thus able to connect to various access control and time recording systems, telecommunications systems, fire alarm systems, camera systems and printers for visitor badges. On the software level, our visitor management system has interfaces to common ERP systems as well as to Microsoft Active Directory. Furthermore, JAMES even has its own Outlook plugin for perfect integration into your existing workflow.

*Due to this flexibility and networkability we are able to merge all data into JAMES, evaluate them and transform them into resilient processes.*

**Browser-based** visitor management software to manage all visitor processes

**Online platform for visitors** to independently register, manage appointments and upload documents in advance, etc.

**Printing of visitor badges** and connection to various badge printers (manufacturer-independent)

**Web app for visitor pre-registration** via mobile devices. Visitors can log in from anywhere and from any device.

**Modular and extensible design** and entire frontend adaptable for visitor interaction

**Responsive web design** can be used on all end-user devices

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

**Conformity to General Data Protection Regulation (GDPR)** for your business processes - completely without clipboard and excel tables

4

**Can be connected to manufacturer-independent hardware** (intercom, cameras, telecommunication systems)

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

**Training and instruction** at the kiosk terminal or in the web portal to ensure operational safety

**Key management** and management of additional access media

**Outlook Plugin** for a simple, Office compliant workflow

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

**Reporting and notification** of number of visitors, visiting times and check-in and check-out, e.g. by e-mail or SMS

**Interfaces to various ERP systems** (Enterprise Resource Planning) possible

# J

## IT'S ALL ABOUT THE PROCESS:
### WHAT MAKES JAMES UNIQUE?

With our visitor management JAMES we have tried to take the process of visitor management to its logical conclusion. And since the software has grown in close cooperation with the largest security and facility service providers, JAMES contains more functions than any other visitor management system for the interaction between personnel and software. In addition, the ubiquitous safety perspective is a factor that makes JAMES unique.

In general, we understand visitor management as a sequence of various tasks. Process management is therefore the basis for JAMES. And it is precisely this basis that opens up numerous possibilities that can also be used in a wide variety of industries and vertical markets. We call this "creative misappropriation."

*But exactly these interesting challenges constantly create new functions and features and make JAMES unique. We have summarised some of these unique selling propositions here.*

# THE MOST IMPORTANT PROCESS FUNCTIONS AT A GLANCE:

### Zoning
- Adding and management of various zones on one site
- e.g. for different safety instructions per zone

### Room and resource management
- Adding and managing rooms
- Adding, managing and booking resources for appointments such as beamers, catering, tools, etc.

### Vehicle management
- Adding and managing vehicles and drivers
- Assignment of several drivers to vehicles and vice versa

### Alerting
- Connection to our alarm server ROGER
- Alerting via voice mail, SMS, e-mail, Twitter, Whatsapp, etc.

### Management for logistics processes
- Management of warehouses, loading ramps, waiting areas as well as access roads and paths
- Connection to ERP systems and video analysis

### Identity management
- Connection of biometric and document scanners and query in databases for verification of identity

### Workflows
- Adding and administration of workflows for appointments, resources and visitors for e.g. room preparation, catering, etc.

### Key management
- Management of keys and other access media such as visitor badges and access badges

### Parking-lot management
- Setting up and managing car parks and parking spaces
- Assignment to individual persons and appointments

### Evacuation and assembly points
- Active assembly point for evacuation with Self Check-in
- Control desk dashboards, info panels and emergency conferences (also between the indidual collection points)

### Multilingual Translation
- Elimination of communication barriers at reception by the translation software JAMESlingo or the dialog system JAMESdialog

### Digital Signage
- Use of screens for orientation and evacuation
- Infoscreen e.g. as black board, canteen plan and welcome screen, etc.

# WELCOME TO RECEPTION 2.0

The days of clipboards and other stuff are over – welcome to "Reception 2.0"! Data protection and compliance are given high priority here. In addition, JAMES provides your employees and visitors with a sophisticated visitor management solution that streamlines processes and turns a visit into a service experience.

# J

## IN GOOD HANDS RIGHT FROM THE START:
## THE DIGITIZATION OF THE RECEPTION

**Never before has the welcoming of guests and the reception process been so simple. With a combination of our visitor management system JAMES and our hardware solutions, you can easily capture visitors and leave a positive impression with a fast, efficient and data protection compliant handling of all visitor processes. Clipboard and Excel lists are finally a part of the past..**

At our individual visitor terminals, equipped with multitouch screens in various sizes, your visitors can not only be welcomed personally, but also register independently, search for contacts, complete training courses and instructions and orient themselves with the help of maps.

Our software enables you to picture all conceivable reception processes. You alone decide whether you want a complete, self-sufficient reception or whether JAMES should only support your reception staff.

Functions such as the creation of visitor passes, the verification of identities via document scanners or the processing of "arrival and departure checklists" also ensure a high security standard in your company.

With JAMES, you not only create a contemporary, digitalised reception, but also ensure a safe visitor experience, both for the visitor and for you and your company.

# JAMES FOR RECEPTION:
# THE MOST IMPORTANT FUNCTIONS AT A GLANCE

Multilingual, personalized "welcome screen"
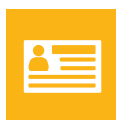
Check-in and check-out via visitor pass, QR code, etc.

Identity management via document scanner

Connection to the access control system*

Print visitor badges

Multimedia kiosk systems with multitouch for indoor and outdoor use

JAMESjunior as an out-of-the-box application for the reception

Infoscreen for visitors (map, contact search, etc.)

Infoscreen for employees (e.g. "black board" function)

Training and instruction incl. signature

Privacy-compliant "Arrival and departure" checklists

Feedback terminal function for customer evaluations

* Depending on the manufacturer, interfaces are available or can be implemented on request.

# RECEIVE AND WELCOME:
## TERMINALS AND SCREENS FOR EVERY NEED

No matter whether completely digitalised or semi-autonomised reception - with our kiosk systems and terminals you are optimally prepared. Our first priority is to find the optimal solution for your needs. Do you, for example, need a particularly robust system for outdoor use at the truck entrance or do you just want to welcome your visitors properly? For every application, we have systems at their disposal that fulfil these tasks.

For example, our kiosk systems can be expanded with various hardware components. These include in particular QR code scanners, cameras for taking photos for the visitor badge, and of course corresponding badge printers for plastic cards or paper badges. Intercom stations or document readers from the manufacturer Desko can also be integrated or connected, depending on the specific model.

These kiosk systems are completed by individual printing or varnishing in your corporate design. Backlit displays with your logo are also possible and make a particularly elegant impression in your reception area.

Picture: QR code scanner and printer for paper identity card
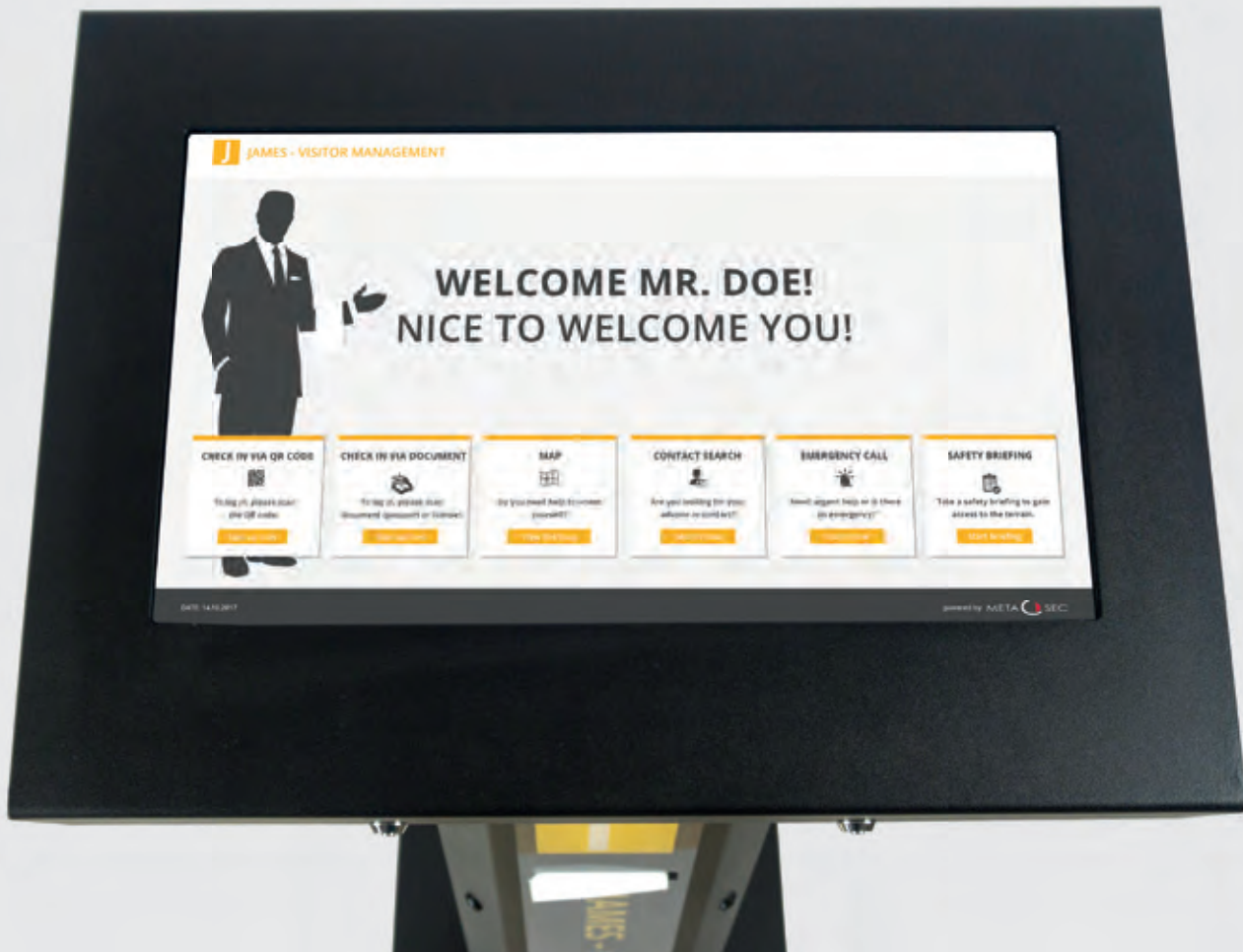
# "FIGHT THE CLIPBOARD!"
# PRIVACY AND COMPLIANCE

When you visit companies, you still get the impression that Excel lists and clipboards are the number one security application.

However, since the GDPR came into force on 25 May 2018 at the latest, they should no longer be found on any reception counters in the Federal Republic of Germany. And also the manifold copying of identity cards (which have always been forbidden by law) should now be in the past. JAMES offers compliance, data protection and works council compliant solutions.

For example, you can easily track who is in your building at any time by providing visitor badges and linking them to your access control system. In the event of an evacuation, you can view these lists and hand them over to the fire brigade if necessary.

ID cards can be read out by document scanners and compared directly in databases. This prevents unwanted persons from gaining access to your premises from the outset. In addition, reception staff can directly transfer relevant information such as the name of the visitor to the visitor badge. This avoids annoying typing work and errors when copying.

*With these and other features, JAMES contributes directly to compliance with current data protection standards. For an individual consultation simply contact us!*

# PROCESS EXAMPLE: THE STANDARD PROCESS /
## A VISITOR IS INVITED TO AN APPOINTMENT

On this page you will find a timeline in which we have illustrated an exemplary visitor process. The simplest case is shown here, in which a visitor is invited to an appointment and comes to you on the site.

The entire process results from the interaction between our visitor management software JAMES and the (security) employees on site. The alarm and evacuation areas are also represented by our software solutions ROGER and MIDAS, which can be seamlessly integrated into JAMES. Thus, in addition to the visitor process, a complete security concept can also be implemented.



CHECKLISTS AND INSTRUCTIONS ON ARRIVAL

QUERYING AND BOOKING RESOURCES

SELF-REGISTRATION VIA APP

• Registration of goods
• Self-registration of appointments
• Submission of documents

SELF CHECK-IN TERMINALS

SCHEDULE A MEETING

ONLINE PORTAL / SELF SERVICE

THE VISITOR ARRIVES

SEND INVITATION

NOTIFICATION AT THE RECEPTION / HOST OF THE ARRIVAL OF THE VISITOR

CARE OF THE VISITOR AT THE RECEPTION

QUERY E.G. IN COMPLIANCE DATABASES

CLEARANCE

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

VISITORS GAIN ACCESS TO THE SITE

BAGGAGE STORAGE OR DISTRIBUTION OF E.G. WLAN PASSWORD

Processes that can be handled through or with a connection to JAMES

Processes or stages not controlled by JAMES

Alarm processes controlled by ROGER

More examples in the form of further timelines can be found in our brochure **"Establishing processes easily".** On twenty-seven pages, we present further process examples for various application areas - from logistics to hot desking.

To obtain this brochure, simply contact us or scan the QR code on this page and receive the brochure as a PDF download.

INFORM
THE VSITOR

GUIDANCE SYSTEM
FOR THE EVACUATION

GUIDE TO THE
EMERGENCY EXIT

CHECK-IN AT THE
ASSEMBLY POINT

**EVACUATION**

QUERY IN
COMPLIANCE DATABASES
AT CHECK-IN

CHECKLIST
WHEN LEAVING

EVALUATION
AND REPORTING

PASSPORT /
DOCUMENT
SCANNER

IN-HOUSE
NAVIGATION

ALARM

DEPARTURE
OF VISITORS

RETURN OF
WORKING MATERIALS /
VISITOR'S IDENTITY CARD

RANDOM
INSPECTION
(THEFT)

COST CENTERS /
ACCOUNTANCY

WAREHOUSE
MODULE

FINGERPRINT
AND HAND VEIN
SCANNERS

**ALERTING**

EMERGENCY
ALERTS

NOTIFICATION OF
THE CONTROL CENTRE

NOTIFYING
THE GUARDS

RUNNING THE
SITUATION SCENARIO

Processes controlled by
MIDAS for evacuation

Optional possibilities

Scan the QR code and download our brochure *"Establishing processes easily"*.

# IDENTITY MANAGEMENT:
## ACQUIRING AND CHECKING ID CARDS

Working at the reception or at a security sluice can be very hectic at times. In addition, the handling of names and spellings in international visitor traffic is sometimes a challenge for both the employee and the guest. By integrating the document scanners within the JAMES platform, we make the capture and search process much easier.

The presentation of an identity card or passport is sufficient to initiate the search within the registered guests. Spontaneous visitors can also be transferred automatically. The time-consuming and partly fault-prone manual typing is no longer necessary.

Optionally, the document submitted can be checked for formal correctness using the security features. The automatic retrieval of personal data in internal and external databases can also take place in the background. An important feature for sensitive users in the banking, finance and public sectors.

# JAMES JUNIOR –
## VISITOR MANAGEMENT "OUT OF THE BOX"

With JAMES Junior you get a version of our visitor management system JAMES as a "ready-to-run" solution adapted to small and medium-sized receptions. With this system, you are immediately in a position to set up a digitalised visitor reception where your guests can check in independently.

JAMES Junior already provides all relevant functions for a transparent and professional visitor process, such as sending documents by e-mail, pre-registration of visitors and booking of resources. Even unannounced guests can be spontaneously registered at reception or at the self check-in terminal.

Welcome screens are just as easy to use as creating and printing visitor badges (including photos of visitors). The countersign of documents like the house rules as well as "arrival and departure checklists" are of course included in JAMES Junior. Furthermore, the system can be extended by functions or modules such as additional terminals or the connection to your telephone system.

With JAMES Junior, you get a compact yet powerful system that is easy and straightforward to implement, while providing all the functionality you need for a basic visitor management process.

Illustration for presentation purposes only.
Original may differ from illustration.

Please rate our service!

Many Thanks!

# THE JAMES FEEDBACK TERMINAL

Our feedback terminal is available for use as an additional feature or as a stand-alone solution. Consisting of a touch display and a lockable floor stand, the terminal is perfectly suited for on-site use. Due to the low weight of approx. 3.5 kg, the terminal can also be set up flexibly at various locations.

You can conveniently set up the terminal and evaluate the feedback via our online portal james-do-it.com.

Of course, the texts are freely configurable and the languages can also be adapted.

The terminal is available to you on the basis of a lean monthly rental concept.




Picture: Possible screen design and feedback analysis

**INTERACTION**

CRM

Intra- and internet portals

ERP processes e.g. SAP

**J**

IT processes

Active Directory communication

Database matching
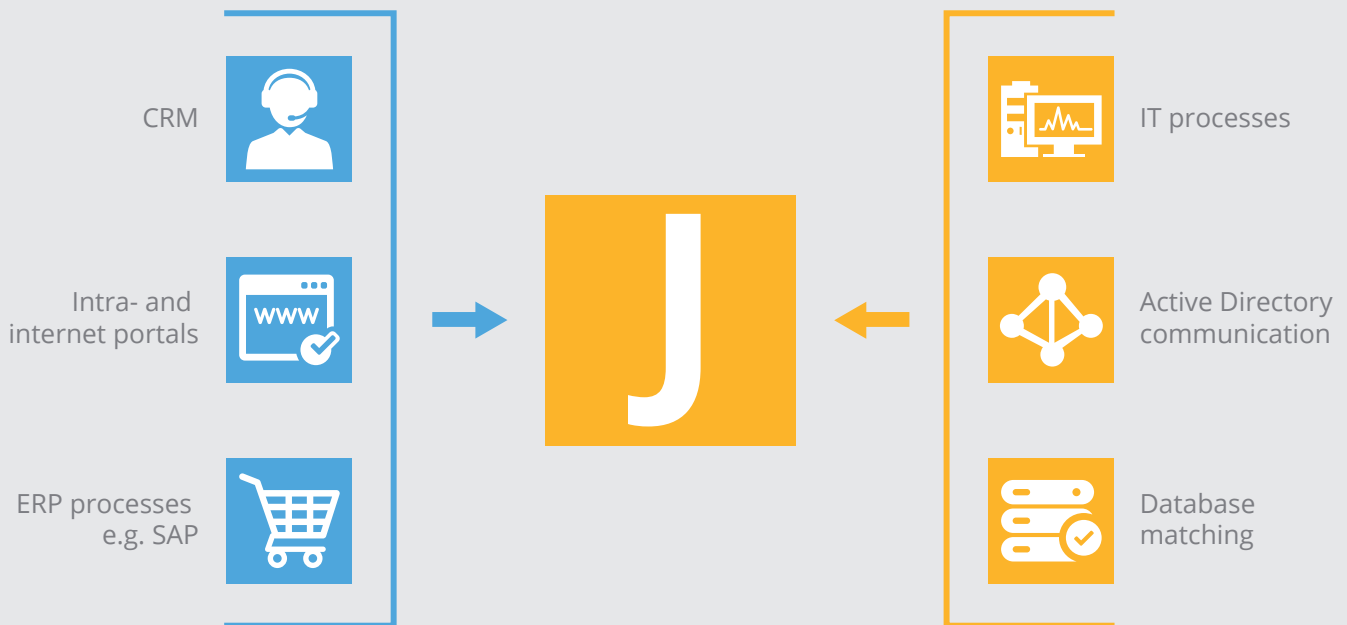
**INTEGRATION**

# INTEGRATION AND INTERACTION

For many users, visitor management is only part of a more complex overall process. The exchange with external databases such as CRM systems or merchandise management processes can significantly enhance processes or simplify them from the user's point of view.

**JAMES supports the seamless integration into various software processes such as:**

- Integration of the visitor registration into your own homepage or intranet

- The automatic registration of goods deliveries at the security reception and the automatic creation of delivery documents from ERP systems

- The connection to the Microsoft Active Directory®

- Integration into Microsoft Outlook®

- Didirectional data exchange with external systems such as access control, CRM and ticket systems

In general, JAMES can be connected and integrated into other systems. The only prerequisite for this are interfaces that must be made available to us for connection.

*Do you have a question about this? Just get in touch with us!*

# JAMES WORKING WITH ACCESS CONTROL SYSTEMS

The connection to the access control as well as the interaction with it is an elementary component of JAMES. Only the connection between visitor management and access control establishes a complete process for controlling visitor flows within an organization.

The connection enables an effective evaluation of the visitor data. Data such as the number of visitors per day, peak times of visits and information about who is at which location and when can be determined and read out. This data can not only be logged for documentation purposes (proof in the event of an insured event, etc.), but is of course also used for the process. For example, notifications can be sent to the host as soon as the guest checks in at the reception kiosk using the QR code.

The allocation of access authorisations via visitor badges or QR codes can be efficiently managed in

JAMES and already defined when inviting the guest. For example, barriers can be opened by the visitor on arrival at the site using a QR code sent in advance. Corresponding access authorisations are transferred directly to the visitor badges at the reception desk via our self check-in kiosk systems.

In addition, in JAMES we also use the data obtained through access control for evacuation. This is also an important part of our visitor management process. Using the visitor's movement profiles and last scanned points, JAMES can determine *which* people are *where* in the building using the meeting point module. This information saves lives in the event of an alarm.

# OVERVIEW OF THE MOST IMPORTANT FUNCTIONS

Connection to systems such as SecureNet, Lenel, SIPORT, Honeywell

Connection to separation systems and barriers

Connection to other access control systems on request

Control of doors and contacts via QR codes

Connection via OEM interface

Generation of a guest access including a security profile

Automatic deletion / deactivation of security profiles

Automatic printing of visitor badges with photo, name, etc.

Establishment of an assembly point in case of evacuation

Creation and logging of "arrival/departure" checklists

Efficient control of visitor flows

Access Control Server for Biometric Capture

## OVERCOMING BARRIERS OF LANGUAGE

In a globalized world, we encounter hurdles in communication every day. The Babylonian confusion of languages often leads to problems and thus disrupts the orderly and efficient flow of processes. With JAMESlingo we provide you with a tool that is able to solve these everyday problems – whether for your reception or multilingual supplier traffic.

you speak, he translates
# JAMESlingo

## JAMESLINGO – EASY TRANSLATION

**Visitor receptions in public authorities and companies, as well as goods receipts (e.g. at logistics companies) are characterised by multilingualism and internationality. Every day, visitors and suppliers from different countries encounter problems and hurdles in communicating with the in-house staff or the employee at the gate / security reception. In order to reduce these hurdles and ensure smooth communication, we have expanded our JAMES visitor management system. JAMESlingo is the name of the latest module designed to correct the Babylonian confusion of languages.**

Let's take a client of a foreigners authority as an example: The client speaks neither German nor English and communication with the reception staff is therefore very difficult. This is where JAMESlingo comes in. The staff only has to refer to the kiosk terminal at the reception or to the mobile unit, e.g. in the form of a tablet. Here the client simply selects his language and the communication can start. If the client now speaks into the integrated microphone or intercom system, the spoken text appears in German on the monitor of the reception staff in real time. Optionally, the text can also be played back in spoken form. Now the reception staff can react and reply in written or spoken form.

*Multilingual communication can be that simple.*

In this way, JAMESlingo makes a major contribution not only to communication between staff and visitors, but also to streamlining processes and procedures. In this way, safety-relevant processes such as instructions (e.g. for foreign suppliers) can also be handled more easily and effectively. The better the visitors are informed, the safer you can move around your site. With JAMESlingo you not only save time and resources, but also strengthen internal security.

*On the following pages we have compiled everything about "JAMESlingo" for you. If you still have any questions or are looking for a special solution, please do not hesitate to contact us!*

# JAMESLINGO:
## OVERVIEW OF THE MOST IMPORTANT FUNCTIONS

Translating conversations

Language-to-Text and Text-to-Speech

Optimized for touch displays: Large buttons, simple communication

Welcome screens in national language

Currently about ten supported languages

Two-part interface for "chat function"

Software supports mobile devices

Software supports Self Check-in Kiosk Systems

Short response times

# JAMESLINGO:
## THE MOST IMPORTANT ADVANTAGES AT A GLANCE

Relief of receipts and personnel

Safety instructions in the respective national language

Optimization and streamlining of processes

Greater safety through better informed visitors

"feel-good factor" as an image gain

Saves time and resources

you speak, **he translates**

**JAMES**lingo

## AGAINST THE BABYLONIAN CONFUSION OF LANGUAGES

In order to make communication as simple as possible, with JAMESlingo we have attached great importance to a clear and functional design. Large buttons, flexible font sizes and a clear interface promise easy handling. On the large touch display, which is standard on our terminals, you can enter texts via touch screen keyboard or spoken via integrated microphone. The translation takes only fractions of a second. With already 10 supported languages and a good word recognition in spoken sentences, there is no longer anything in the way for effective communication, e.g. between a foreign supplier and the dispatcher at the gate.

It is also possible to manage several terminals centrally at one gate. For this purpose, the receptionist conveniently manages all terminals via his workstation and can switch back and forth between the individual calls very easily using a dropdown menu.

Also the use on tablets is possible by the responsive design of the software. The use of JAMESlingo on mobile devices is particularly suitable in situations where a permanently installed terminal is not available or simply too inflexible.

**WELCOME**

PLEASE, SELECT
YOUR LANGUAGE

| | | | |
|---|---|---|---|
| CHINESISCH | | RUSSKIY | |
| ESPAÑOL | | BŬLGARSKI | |
| TÜRKÇE | | NORSK | |
| PORTUGUÊS | | MAGYAR | |
| DEUTSCH | | ITALIANO | |
| ENGLISCH | | UKRAYINSKYY | |
| POLSKI | | ROMÂNESC | |
| FRANÇAIS | | SHQIPTAR | |

Status: Disconnected     powered by META SEC

**1** **Visitor chooses national language**

CHANGE
LANGUAGE

Good day! I have
a delivery to your
address.
How do I get to the
unloading zone?

SPEAK          LISTEN

Status: Disconnected     powered by META SEC
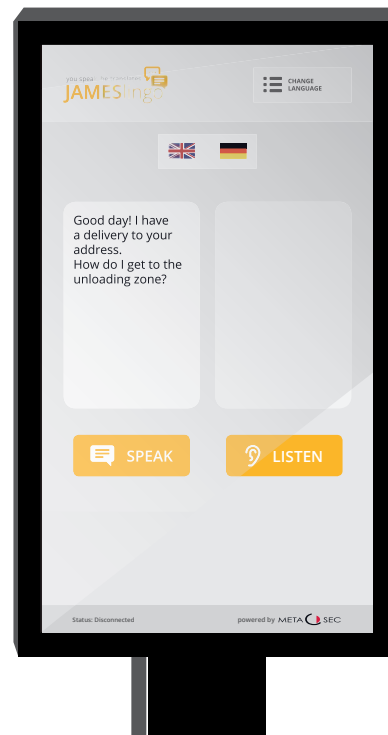
**2** **Visitor start communication**
(spoken or via text input)

HÖREN          SPRECHEN

**3** **Doorman answers**
(spoken or via text input)

CHANGE
LANGUAGE

Good day! Please go
to unloading station
5, right next to the
main entrance.

Our employees are
there to help you
unload your cargo.

SPEAK          LISTEN

Status: Disconnected     powered by META SEC
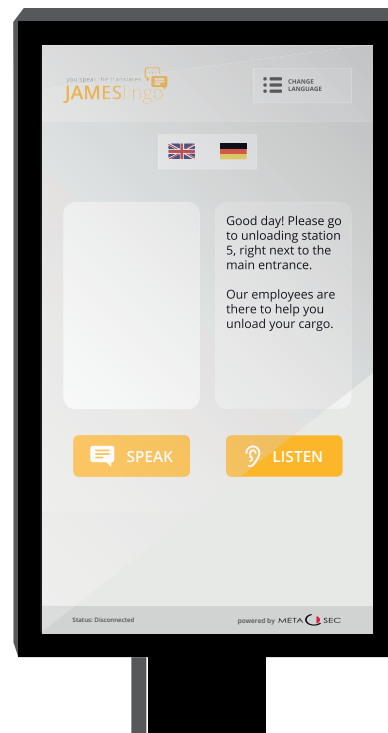
**4** **Visitor receives instructions**
(via language or text)

conversations made easy

# JAMESdialog

## JAMESDIALOG – CONVERSATIONS MADE EASY

As the name suggests, JAMESdialog stands for the simplified dialogue between the reception staff and the foreign-language supplier / visitor. Unlike the successor module JAMESlingo, this module is based on a predefined question and answer catalog. This removes most of the stumbling blocks for effective communication. The questions and associated answer options are stored and linked in the system.

Let's take as an example a foreign supplier who wants to communicate with the staff at the gate. The procedure is as follows: First, the driver who arrives selects his national language at the terminal at reception, while the doorman also selects a language. The multilingual dialogue can already begin.

The reception staff now uses their computer to ask a question from the catalog, such as "Is your cargo sealed?" This is now output as a voice message and displayed as text in the supplier's national language on the touch screen at the reception desk. If the question posed requires a more complex answer, the corresponding answer options will also be offered in the corresponding language. Now all the driver has to do is select the answer and the receptionist receives his answer in real time. In this way, the system ensures a large part of the daily communication that takes place.

Picture: The simple administration of languages and phrases (questions and answers) is possible via the JAMES backend.

# JAMESDIALOG: OVERVIEW OF THE MOST IMPORTANT FUNCTIONS

Dialogue Software with question and answer catalogue

Text-based communication via touch screen

Self check-in counter support

Currently about ten supported languages

Other languages can be implemented on request

Audio output of the information in the respective national language

Short response times

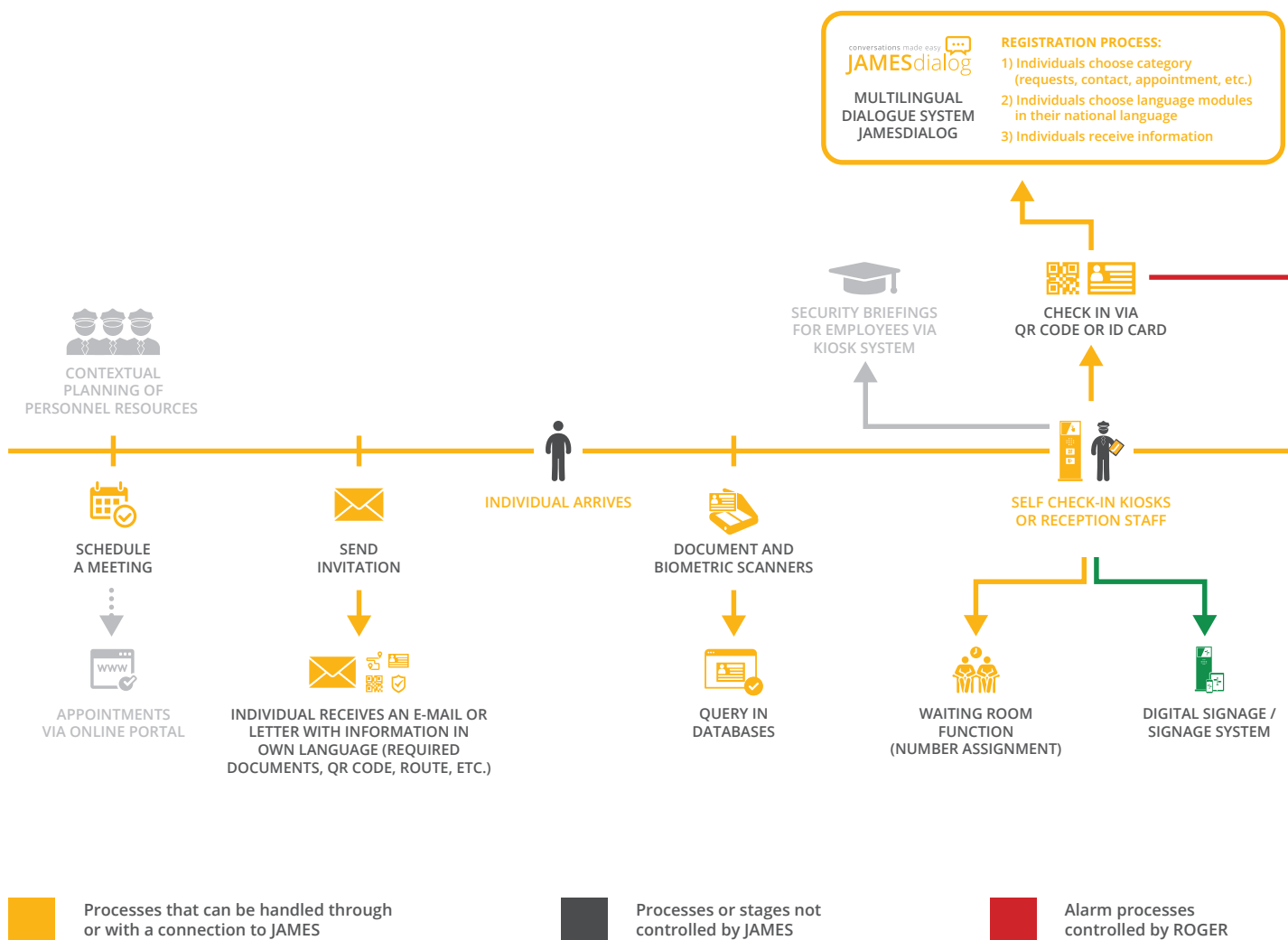Optimized for touch displays: Large buttons, reduced interface

Tailor-made questionnaire according to your specifications

Picture: The question posed is displayed in the national language (output as a language preserve and displayed via text marking).

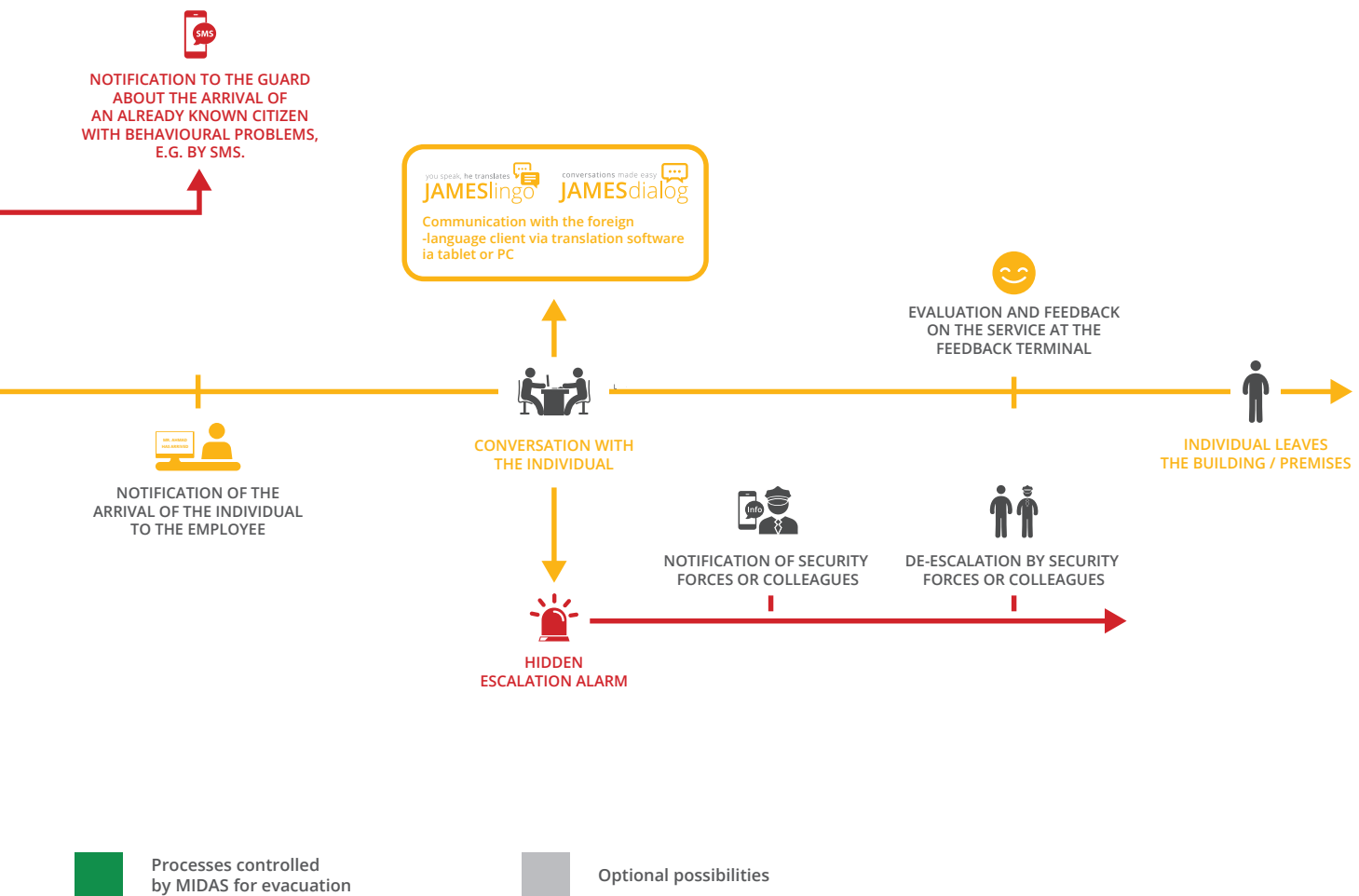# PROCESS EXAMPLE: AUTHORITY OR PUBLIC INSTITU-TION WITH MULTILINGUAL CLIENTS

On this page you will find a timeline in which JAMES-lingo can be seen as part of the overall visitor process. Since JAMESlingo was developed as a module for JAMES, it is important to us to show the original usage possibilities in the overall context.

The process as such, however, naturally results from the interaction between our visitor management software and the (security) employees on site. If further thought is given to this process, it can of course also be transferred to other authorities or public institutions with a high volume of foreign-language visitors.

conversations made easy
**JAMESdialog**

**MULTILINGUAL DIALOGUE SYSTEM JAMESDIALOG**

**REGISTRATION PROCESS:**
1) Individuals choose category (requests, contact, appointment, etc.)
2) Individuals choose language modules in their national language
3) Individuals receive information

SECURITY BRIEFINGS FOR EMPLOYEES VIA KIOSK SYSTEM

**CHECK IN VIA QR CODE OR ID CARD**

CONTEXTUAL PLANNING OF PERSONNEL RESOURCES

INDIVIDUAL ARRIVES

**SELF CHECK-IN KIOSKS OR RECEPTION STAFF**

**SCHEDULE A MEETING**

**SEND INVITATION**

**DOCUMENT AND BIOMETRIC SCANNERS**

APPOINTMENTS VIA ONLINE PORTAL

**INDIVIDUAL RECEIVES AN E-MAIL OR LETTER WITH INFORMATION IN OWN LANGUAGE (REQUIRED DOCUMENTS, QR CODE, ROUTE, ETC.)**

**QUERY IN DATABASES**

**WAITING ROOM FUNCTION (NUMBER ASSIGNMENT)**

**DIGITAL SIGNAGE / SIGNAGE SYSTEM**

Processes that can be handled through or with a connection to JAMES

Processes or stages not controlled by JAMES

Alarm processes controlled by ROGER

More examples in the form of further timelines can be found in our brochure *"Establishing processes easily".* On twenty-seven pages, we present further process examples for various application areas - from logistics to hot desking.

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

you speak, he translates    conversations made easy
JAMESlingo    JAMESdialog

Communication with the foreign -language client via translation software ia tablet or PC

EVALUATION AND FEEDBACK ON THE SERVICE AT THE FEEDBACK TERMINAL

CONVERSATION WITH THE INDIVIDUAL

INDIVIDUAL LEAVES THE BUILDING / PREMISES

NOTIFICATION OF THE ARRIVAL OF THE INDIVIDUAL TO THE EMPLOYEE

NOTIFICATION OF SECURITY FORCES OR COLLEAGUES

DE-ESCALATION BY SECURITY FORCES OR COLLEAGUES

HIDDEN ESCALATION ALARM

Processes controlled by MIDAS for evacuation

Optional possibilities

Scan the QR code and download our brochure *"Establishing processes easily"*.

JAMES
ROGERS

ROGER
MIDASON

HOUSTON, WE NEED A

VISTOR
JAMESLY

LITTLE
JAMES JR.

PROCESS !



## NEW DEFINITION OF VISITOR MANAGEMENT

Visitors, suppliers, contractors and employees – all these people are part of the daily "arrival and departure processes" and must be welcomed, registered and trained accordingly. In order to ensure a smooth process, it is necessary to adhere to certain process chains. JAMES supports you and your employees with useful functions far beyond the actual visit process.

# J

## MORE THAN JUST "VISITORS" –
## JAMES AS AN INTEGRATED MANAGEMENT SOLUTION

**Our visitor management solution JAMES has grown more or less on the living object. The most diverse needs of diverse customers from various industries led to creative misuse of modules and functions. This made it clear to us very quickly, among other things, that we had to expand the concept of "visitor". Visitors to companies today are no longer just representatives or customers, but increasingly also contractors, logisticians, suppliers and service providers from all over the world. In times of hotdesking and a globalized working world, even the own employee becomes a visitor in the same company. If, on the other hand, you look from the perspective of an authority, refugees and migrants also belong to the group of visitors.**

Here the question came up for us, what connects all these different types of visitors and in which points they actually differ?

In order to meet the respective needs of these different target groups or industries, we have bundled the essential elements of our software in the JAMES Basis, which can then be expanded with special modules.

*Thus, for example, our own modules for logistics, for construction sites or for hot desking were created, which we would like to introduce to you on the following pages.*

\* The column can optionally be equipped with a QR code scanner, a intercom as well as a touch panel. The standard delivery only includes the regular reader for access control.

# EFFICIENT CONTROL OF LOGISTICS PROCESSES

The transport industry is characterised above all by multilingualism and the 24-hour cycle. The focus here is on processing all processes as efficiently as possible. Saving time here means cash and therefore processes such as security briefings, communication at the gate and loading and unloading must be handled as quickly as possible. JAMES can make a big contribution to this.

With the communication modules JAMESlingo or JAMESdialog, for example, all processes at the gate or at the gate can be streamlined and optimized. Be it through multilingual self check-in terminals, driver notifications in the respective national language and much more. Misunderstandings or communication problems that often cost time and nerves are thus reduced.

The management of warehouses, ramps, access roads and car parks within JAMES ensures efficient management of logistics processes. Another highlight: **"The self-registration app".** This enables freight forwarders not only to pre-register independently, but also to provide information on delays. Geofancing and the automatic calculation of the arrival time also ensure a well-coordinated delivery process.

# THE MOST IMPORTANT FUNCTIONS FOR LOGISTICS

| | | |
|---|---|---|
| Manage warehouses, loading ramps, waiting areas, access roads, etc. | Connection to video analysis (loading ramp management, etc.) | Connection to ERP and warehouse management systems |
| In-house navigation and partial autonomy via access control | Multilingual communication via JAMESlingo and JAMESdialog | Information displays and driver notification in local language |
| Registration app for an independent pre-registration of drivers | Self check-in in 18 languages (more on request) | Waiting slot management and allocation of parking lots |

# JAMES@WORK – CONSTRUCTION SITE MANAGEMENT

On construction sites there are numerous processes that can be structured and handled by intelligent software solutions – no problem for our visitor management JAMES. JAMES supports numerous functions, such as the handling of safety instructions for workers, checklists for coming and going, registration of goods up to collection points in case of an evacuation, even from a standing start.

The connection to the access control represents one of the most elementary functions of the software. The data generated is evaluated by the system and thus helps to determine the number of people on the site in real time. In the event of an evacuation, the fire brigade can thus obtain an exact overview.

Furthermore, **JAMES@work** can also be used for the time recording of workers. In case of a control by the authorities, lists of the present employees can be printed out and handed over at the push of a button. In this way you create consistent transparency.

Further functions such as safety instructions and briefings can be carried out either in advance via an online platform or directly on site via a terminal. JAMES also allows the administration and registration of goods or tools as well as the planning of spot checks.

# JAMES@WORK:
# OVERVIEW OF THE MOST IMPORTANT FUNCTIONS

"Arrival and departure" checklists

Time sheet adjustment (time recording)

Real-time attendances

Random inspection

Instruction management

People counting (zero report)

Evacuation (assembly point)

Declaration of goods / Tool

Support with inspections by authorities (customs, etc.)

# HOT DESKING – THE EMPLOYEE AS VISITOR

The working world of the future is changing familiar structures and habits. It is not always easy for companies to restructure processes and adapt to changing conditions. With the **"Hot Desking" module**, JAMES offers a specially designed "tool box" that is designed to make it easier for companies to enable these new working conditions without compromising safety.

For this approach, it is important to understand one's own employees as "visitors" to the company. So this must be registered just like a "regular guest" on arrival, receive a visitor pass for the time of his "visit" and perhaps even complete a short safety briefing. All this can be done, for example, at one of our check-in terminals.

In addition, the employee must be able to book resources for his work (work materials, WLAN password, etc.), a parking lot and, of course, the workplace himself before his visit. He can do this comfortably from home by simply using the corresponding

JAMES online portal. Available workstations, conference rooms and resources are displayed there and can be added to the created appointment.

The reception always keeps track of when an employee is on site, which room has been booked and when he leaves the building. Evaluations of the workloads and various other reports can also be created at the push of a button. An important function for resource planning, but also in the event of an alarm.

The connection of JAMES to the access control or the allocation of visitor passes is again an important feature here. This even goes so far as to transfer permissions for opening cabinets to visitor badges. Even a settlement of expenses such as meals in the canteen via the visitor badge would be a possible scenario.

# **FLEXIBLE SYSTEMS** THAT MOVE UP WITH THE TIMES

Just as JAMES has grown in the daily environment, new features, inspired by the feedback of the users, are constantly being introduced into the software. The actual requirements in practice as well as the necessary technical solutions are always at the forefront of our development. This is the only way to create easy handling and a consolidated user experience.

**J**

# OPERATION AND ROLLOUT

**JAMES requires a server back-end for the operation of the databases, as well as the web services. The server system is based on Linux and is largely independent of the system environment. The following variants are currently offered and supported.**

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

If the system is operated within its own IT, it must be ensured that the system is sufficiently dimensioned in terms of performance.

The software is completely pre-installed on all systems and is always up to date. You can start setting up immediately.

## INSTALLATION TYPES

**HARDWARE**

**VIRTUALIZATION**

**CLOUD**

**Installation on metaSEC- hardware**

**Client IT**

**James-do-it.com / SaaS**
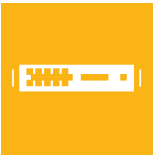
# HARDWARE APPLIANCE

The hardware systems are supplied in two versions - M and L. Both differ only in the equipment and the maximum available performance. All functions can be mapped on both systems. The M system is sufficient for small to medium installations. However, if you are planning a larger system, with many clients or branches with the corresponding high number of parallel processes, the L-System is the better choice. A determination of the required performance can be easily predicted by means of a requirement specification.

Furthermore, it is possible to switch to a larger system or a virtual appliance at any time. All you need to do is install a backup on the new system.

# VIRTUALIZATION

Virtualization and Cloud Computing are among the biggest trends of recent years in the IT industry. Consolidation of IT processes or simplification of the infrastructure are the primary drivers of this trend.

The virtual appliance is our answer to these market needs. The system includes all the features offered by the hardware systems and can cover almost any power requirement. The performance limit is set only by the underlying host hardware. Larger environments can be split into multiple instances for even greater efficiency within the infrastructure. The server is available as "ready to run" VMware® Image or Deployment Template.

For demo purposes you can also download a VMware® Player Image – an incredible advantage in the sales process and customer appearance.

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

If the user does not wish to operate his own backend system, he can receive the entire service via the online platform *www.james-do-it.com.* The platform provides all functions up to client and multisite capabilities. A big advantage is that the user is always up to date with the latest software.

The billing is done on a monthly basis and depends on the chosen package. You can find more information at *www.james-do-it.com*

# J

## JAMES-DO-IT.COM – VISITOR MANAGEMENT AS A RENTAL PLATFORM

Our rental and hosting platform allows quick access to visitor management. Not only will you save money on the purchase of licenses and hardware, but you will also be able to establish new processes at very short notice and without a great deal of lead time. Visitors are able to register themselves via the online platform or to complete training courses and briefings before their visit. This saves time and relieves your reception.

The central data storage allows users with distributed branches to host JAMES centrally and make them available to all users. This allows you to manage and coordinate appointments in a central location. Whether public, private or hybrid - depending on your individual needs or your IT policy, there are various cloud variants available. Thanks to our transparent rental model, you have full cost control at all times.

# THE MOST IMPORTANT ADVANTAGES AT A GLANCE:

**Central data storage**
Customers with distributed offices can host JAMES centrally and make it available to all users

**Public, private and hybrid cloud**
There are different hosting options available for JAMES – according to your individual needs or your IT policy.

**Customizing / White Label**
JAMES are also available as white label version. Here you have e.g. space for your company logo or other adaptations.

**Online platform for visitors**
for independent registration, appointment management and for uploading documents in advance, etc.

**Easy integration and connection**
other internal IT processes (access control, ERP systems, Outlook, Active Directory, etc.)

**Full cost control**
at any time through transparent rental model

**Browser-based visitor management software** for the administration of all visitor processes

**Adhoc Implementation**
of visitor processes tailor-made according to your requirements and needs

# WEB APP FOR VISITOR PRE-REGISTRATION

With our web app for pre-registration of visitors we are breaking new ground in the field of visitor management. Now it is possible to log in as a visitor from anywhere and via any mobile device. Of course, the appearance of the app can be adapted entirely to your corporate design in order to offer the visitor the highest possible level of identification with your company.

The visitor is guided through the application in a few, simple steps. We have given special attention to a native and self-explanatory guidance through the individual operating steps.

After registration has been completed, the host will of course be informed immediately by e-mail in the usual *"JAMES manner"* and has the option of accepting the appointment or, if necessary, rejecting it. The administration of the dates as well as an overview of these will of course still be done via the JAMES Host-Portal.

With the JAMES App for visitor pre-registration you offer your visitors another modern service around the simple and uncomplicated visit at your place.
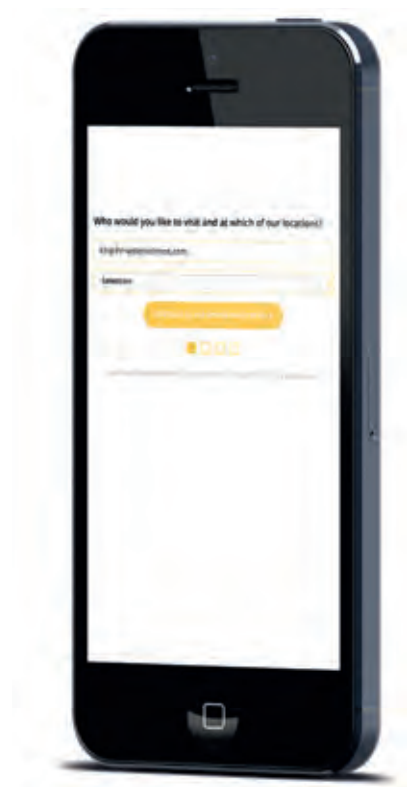
# STAY IN MS® OFFICE WORKFLOW – WITH THE JAMES OUTLOOK PLUGIN

With the JAMES Outlook plugin, you are able to access JAMES directly from the Microsoft software. From now on you can create your appointments as usual and extend them with the various functions that our visitor management offers you.

You can comfortably book a room in a branch of your choice and directly add the already created resources such as beamer or catering. Select necessary file attachments or send your instructions directly with it. All this is now possible with just one click.

You can also define the check-in process directly in the invitation. For example, does the visitor have to go through certain checklists on arrival or departure and do you as the host wish to be notified when your guest arrives at the reception? You can also create internal notes and a description of the appointment during the invitation via the Outlook plug-in.

All selected settings are taken over directly into JAMES upon completion of your invitation and can be viewed there. An immense time saving without tiresome handling with additional software and seamlessly integrated into your familiar workflow.

# PROCESSES THAT GO BEYOND THE END OF THE NOSE

A process is not always straightforward. Many actions generate reactions and interactions. For example, in the event of an evacuation, the visitor is always the weakest link in the chain. Therefore, all worst case scenarios should be taken into account during the invitation and especially during the visit. In addition, each visit creates many other dependencies and follow-up processes that you can easily manage and coordinate with JAMES.

# THE PROCESS IS NOT A DISC!

## ARISTOTELES

# SAFE EVACUATION WITH THE ACTIVE ASSEMBLY POINT

The evacuation of buildings is a highly individual and extremely complex process. In this case, persons such as suppliers and visitors are always the weakest links in the process chain. As a rule, they are not familiar with the terrain and do not know where the assembly points are, nor are they familiar with the correct behaviour. It is therefore particularly important to take these people by the hand or to include them in an evacuation plan.

With our evacuation terminal and our "integrated systems" consisting of JAMES, ROGER and MIDAS you cover all process parts of this complex process.

A seamlessly integrated workflow with access control, location determination of individual persons, building management systems and the possibilities of broadband alarming right through to check-in at the collection point ensure fast and precise evacuation.

In addition to emergency conferences, which can be convened directly between the individual terminals, the assembly stations also have a direct connection to the respective control station. Here, for example, recordings and protocols can be viewed and evaluated directly.

Comprehensive reporting on the evacuation also takes place. This helps to evaluate the measures taken and can help to improve the next evacuations.

*We have compiled the following pages to give you an overview of the other options and functions. For further information or an individual consultation please contact us. We would be pleased to show you the possibilities of our solutions based on your concrete situation.*
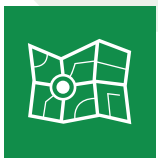
# THE MOST IMPORTANT FUNCTIONS FOR EVACUATION:

**Escape routes marking**
- Automatic and dynamic display of escape routes in case of alarm

**Digital Signage**
- Digital signage e.g. for escape routes
- Also already existing hardware (wall panels, etc.) usable

**Site maps**
- Overview of the site and persons on it (based on access control profiles)

**Connection to the control station**
- Direct connection to the control center for the coordination of measures

**Emergency conferences**
- From terminal to terminal via Intercom
- Connection with the control station for coordination

**Access control systems**
- Connection to systems such as Stanley / PAC, Lenel, Siport / Siemens and Honeywell as well as to barriers and separation systems

**QR-Code reader**
- Active check-in of evacuees via QR code (e.g. visitor badges) at the meeting point

**Self check-in terminal**
- Check-in with visitor or employee badges in case of evacuation

**Reporting**
- Evaluation and reporting to improve evacuation times and processes

**Dashboards**
- Consolidated overviews of tactical dashboards
- Real-time evaluations and diagrams

**Recording and logging**
- Logging of processes for the reconstruction of facts (e.g. for insurance companies)

**Alerting in national language**
- Audio and text messages in the respective language of the visitor
- Alarm messages also on private mobile devices

# M

## EVACUATION HARDWARE:
## THE ASSEMBLY POINT COLUMNS

We offer our assembly point columns in various designs in an effort to meet your individual needs and conditions at your site. The column is configured and equipped according to customer requirements and can be manufactured in various sizes and colours.

What all columns have in common is that they can all be optionally equipped with a QR code scanner, a intercom as well as a touch panel. In the standard delivery, only the regular reader for access control is included.

*For more information on our other column models, simply scan the QR code and download our data sheet.*

# PRODUCT SPECIFICATIONS

| | | |
|---|---|---|
| **COLUMN** | **Material / Colour** | stainless steel |
| | **Dimensions (mm) (W x D x H)** | 490 x 350 x 2000 mm (base plates ca. 800 x 800 mm) |
| | **Weight** | ca. 80-100 kg |
| | **Colour** | Stainless steel / white powder coated (RAL) |
| **DISPLAY** | **Size** | 32" Full Touch Display 16:9 / 82 cm screen diagonal |
| | **Resolution** | Full HD Display (1920 x 1080) |
| **ENVIRON-MENTAL CONDITIONS** | **Temperature** | -20 / +70°C |
| | **Humidity** | 10-80% |
| | **Protection class** | IP 20 |
| **INTERFACES** | **Ports** | Power supply, network, USB |

**Illustrations on the right and below:** The design of the column can differ from the one shown here and will be individually adapted to your project and your requirements.

The variant shown below is intended for mounting on a wall. This consists of a touch screen in a weatherproof, powder-coated housing. A camera for scanning QR codes has also been integrated.

# PROCESSING OR NOT PROCESSING, THAT IS THE QUESTION!

## HAMLET, PRINCE OF DENMARK

# OPTIMIZE PROCESSES. SAVING LIVES.

The right process at the right time is essential and not only ensures a smooth process, but may also save lives. That's why JAMES includes alerting and evacuation as integral parts of our visitor management. In this way you ensure comprehensive security on your company premises, also for your visitors.

# R

# ROGER – THE SMART ALARM SERVER: ALERTING 4.0

**Why do you find an Alarm Server here in a brochure about visitor management? Quite simple – metaSEC thinks holistically! This is why our products work hand in hand to guarantee a completely controlled safety process.**

But back to the visitor, who is the weakest link in the chain in case of an alarm or evacuation. He is a stranger on the premises, does not know where he should go in case of a fire, nor how he should behave. Therefore an integration of an alarm server into the visitor process is an elementary component. On the following pages we would like to introduce ROGER, our full-fledged and smart alarm server.

ROGER is suitable both for the rapid response to accidents on the factory premises or for the subtle call for help in escalations in public authorities.

Basically, the server can be operated in various modes, such as silent alerting with a concealed emergency button, factory alerting in the event of an accident or similar, control center alerting or for automatic, event-driven notifications.

The alarm server receives its final function, depending on programming and user specifications. The so-called "event engine" reacts to manual or automatic releases and processes them in such a way that the processing and notification of the respective persons takes place as quickly as possible. In an emergency, seconds can ultimately be crucial.

*On the following pages we have compiled some interesting facts about our alarm server ROGER. Should you still have any questions or be interested in a special solution, please do not hesitate to contact us!*

*We are looking forward to your inquiry.*

# MODERN ALARMING WITH ROGER
## THE MOST IMPORTANT FUNCTIONS AT A GLANCE

Manual triggering via desk telephone, push-button or PC client

Dynamic call chains with individual threshold values

Alerting via telepho-ne, mobile phone (SMS), e-mail

Emergency and team conferences

Alerting of the control station

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

Acknowledgement and logging

Rapid response to average / produc-tion disruption

Connection to fire and burglar alarm system or relay contacts

Digital fire brigade rou-ting maps and digital signage for evacuation

Alerting via live an-nouncements, speech preserves, etc.

Auto learn function for cyclic instruction

# FACTORY ALARM –
# ACCIDENT AND HAZARD MANAGEMENT

In industry, a reliable alarm server is required not only in the event of accidents on company premises and emergencies, but also in the event of machine failures or malfunctions. Here, seconds can be decisive in order to avoid high costs in the event of damage. Thanks to its API interface, ROGER can be connected to your IT infrastructure (burglar alarm system, fire alarm system, etc.) and thus reacts to all impulses in real time.

Emergency conferences can be triggered directly in the event of an alarm in order to coordinate the emergency forces or to initiate the automatic execution of processes.

In addition, alarms are available via various channels. The connection of your telephone system as well as speech preserves via loudspeakers are here the traditional possibilities.

In addition, ROGER can also alert via SMS, calling mobile devices, WhatsApp or even tweets - and in several languages. You can reach the people you want in any case and make sure that the information actually arrives

# SILENT ALERT FOR AMOK AND ASSAULTS:
## PRESS 2 R - THE "EVERYWHERE ALARM BUTTON"

Harassment against employees in public offices as well as assaults in schools have unfortunately increased strongly in recent years. Alerting in such a case is subjected to different rules than in case of fire or average. Subtle alarms often help to avoid challenging attackers additionally and ensure a quick reaction of helpers.

With the increasing sophistication and availability of wireless networks, combined with ever better cost efficiency, there are ever more opportunities for innovative security applications.

As an extension to our alarm server ROGER we offer the "press 2 R" alarm button. A small wireless IoT functional unit full of innovation. The main motivation behind the "press 2 R" concept was the difficulty in connecting hidden buttons, buzzers or other triggers, whether for construction or cost reasons, by wire. Local power is all the system needs. The connection to the outside world is either via the local WLAN or GSM.

"press 2 R" is designed for the highest industrial demands. Not only the unit as such is permanently monitored. The triggering push button is also cyclically tested via remote triggering. This monitoring process is an essential part of the product. This guarantees a high degree of availability.

"press 2 R" can either be connected to your local ROGER server or directly to the hosted version R(as)².

**Possible deployment scenarios:**
- Concealed button (under a table)
- Silent alerting
- Home alarm



# MOBILE ALERTING:
## ALERTS ANYTIME & ANYWHERE

Nowadays ROGER reaches both employees and customers via mobile devices - in real time.

In the case of an alarm, this means a multi-channel alarm over all available channels. In the case of smartphones, these are, for example, announcements by phone call, SMS, WhatsApp, Twitter messages or so-called push messages, which can be routed directly to the smartphone via existing in-house apps.
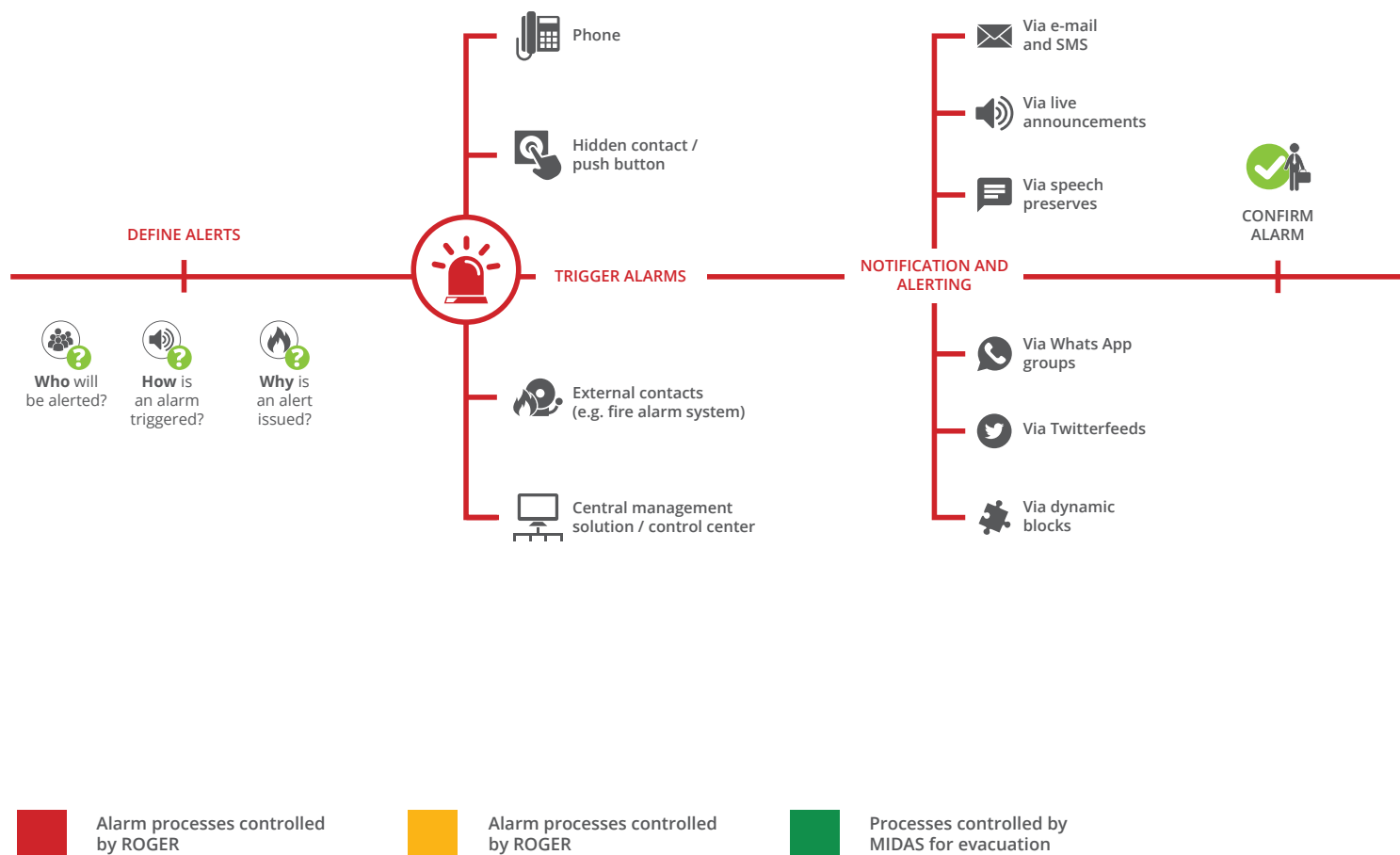
# PROCESS EXAMPLE:
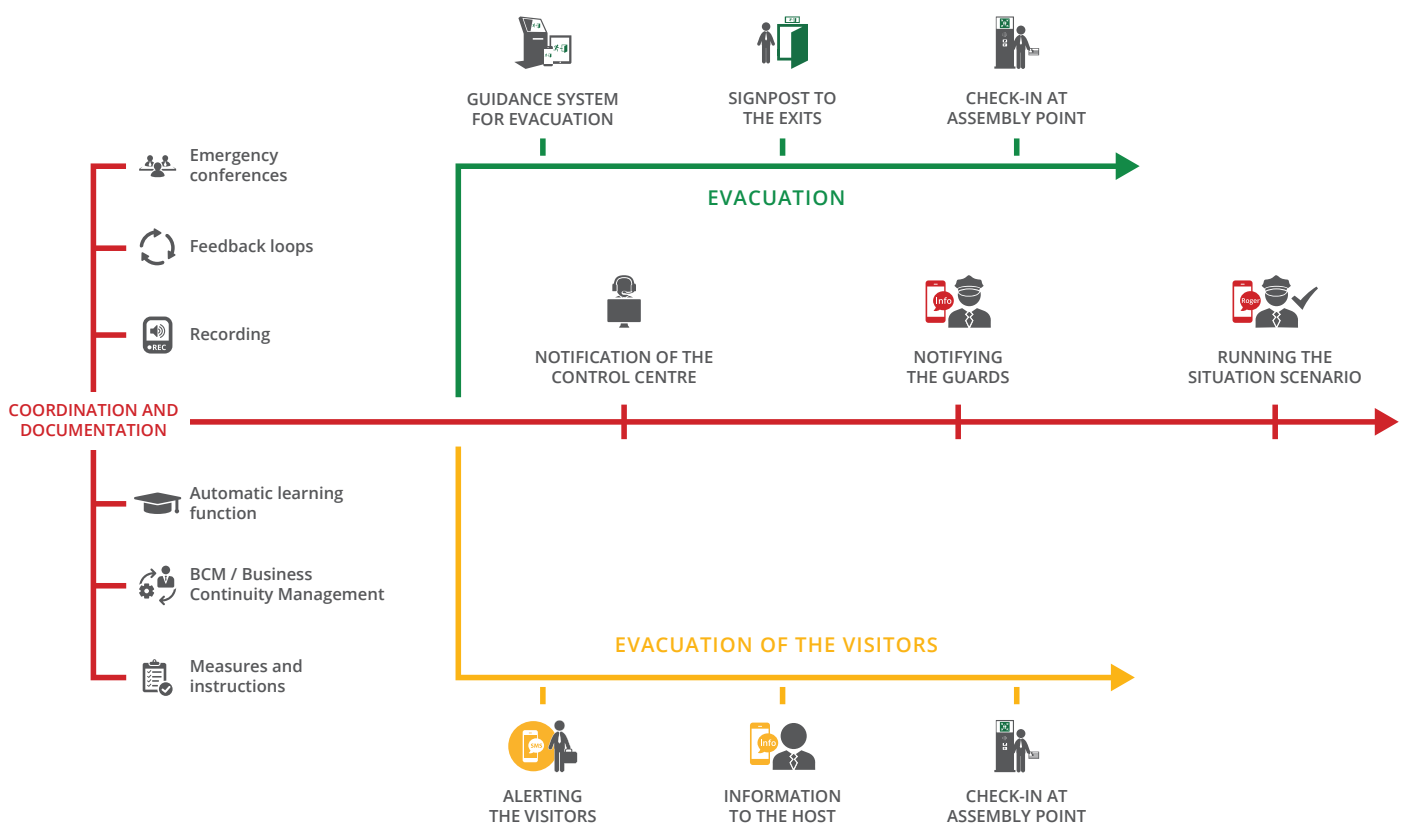## TEMPORAL SEQUENCE OF AN ALARM

On this page you will find a timeline in on which we have illustrated an alarming process in an exemplary manner. The evacuation process for employees and personnel up to our active assembly point, and in particular the alerting and evacuation of the visitor, are also shown here (in contrasting colours).

Of course, such alarm and evacuation processes are always highly individual. This schematic representation serves only to illustrate an example of a possible process and to show the functions of ROGER.



**DEFINE ALERTS**

**Who** will be alerted?    **How** is an alarm triggered?    **Why** is an alert issued?

**TRIGGER ALARMS**

Phone

Hidden contact / push button

External contacts (e.g. fire alarm system)

Central management solution / control center

**NOTIFICATION AND ALERTING**

Via e-mail and SMS

Via live announcements

Via speech preserves

Via Whats App groups

Via Twitterfeeds

Via dynamic blocks

**CONFIRM ALARM**

**Alarm processes controlled by ROGER**

**Alarm processes controlled by ROGER**

**Processes controlled by MIDAS for evacuation**

More examples in the form of further timelines can be found in our brochure **"Establishing Processes Easily"**. On twenty-seven pages, we present further process examples for various application areas - from logistics to hot desking.

To obtain this brochure, simply contact us or scan the QR code on this page and receive the brochure as a PDF download.



**COORDINATION AND DOCUMENTATION**

- Emergency conferences
- Feedback loops
- Recording
- Automatic learning function
- BCM / Business Continuity Management
- Measures and instructions

GUIDANCE SYSTEM FOR EVACUATION
SIGNPOST TO THE EXITS
CHECK-IN AT ASSEMBLY POINT

**EVACUATION**

NOTIFICATION OF THE CONTROL CENTRE
NOTIFYING THE GUARDS
RUNNING THE SITUATION SCENARIO

**EVACUATION OF THE VISITORS**

ALERTING THE VISITORS
INFORMATION TO THE HOST
CHECK-IN AT ASSEMBLY POINT

Scan the QR code and download our brochure *"Establishing processes easily"*.

# R

# ROGER AS A SERVICE: R(AS)² – ALARM SERVER AS RENTAL PLATFORM

Total failure of infrastructures, BCM or K-case concepts - there are some situations that require or warrant the operation of an alarm server and the associated processes in an external instance.

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

With the product R(as)² we offer the entire range of functions within the framework of a rental and hosting concept. Via a central management interface, you can manage your alarm circuits and action plans from any location in the world.

# THE MOST IMPORTANT ADVANTAGES AT A GLANCE:

**Central data storage**
in an external data center
in Germany with all neces-
sary security standards

**Access to alerting and
processes** even in case of
total failure of your own
infrastructure

**No investments**
in own hardware and soft-
ware updates necessary,
no maintenance costs

**Transparent cost control**
at all times through trans-
parent rental model

**Adhoc implementation**
of alerting processes tailored
to your requirements and needs

**The comprehensive log-
ging** enables a structured
Processing and postpro-
cessing of events

**Easy integration**
into other internal IT processes
(burglar alarm system, fire alarm
system, etc.) via own API

**Public, Private and Hybrid Cloud**
Various hosting options are availa-
ble for ROGER - according to your
individual needs or your IT policy
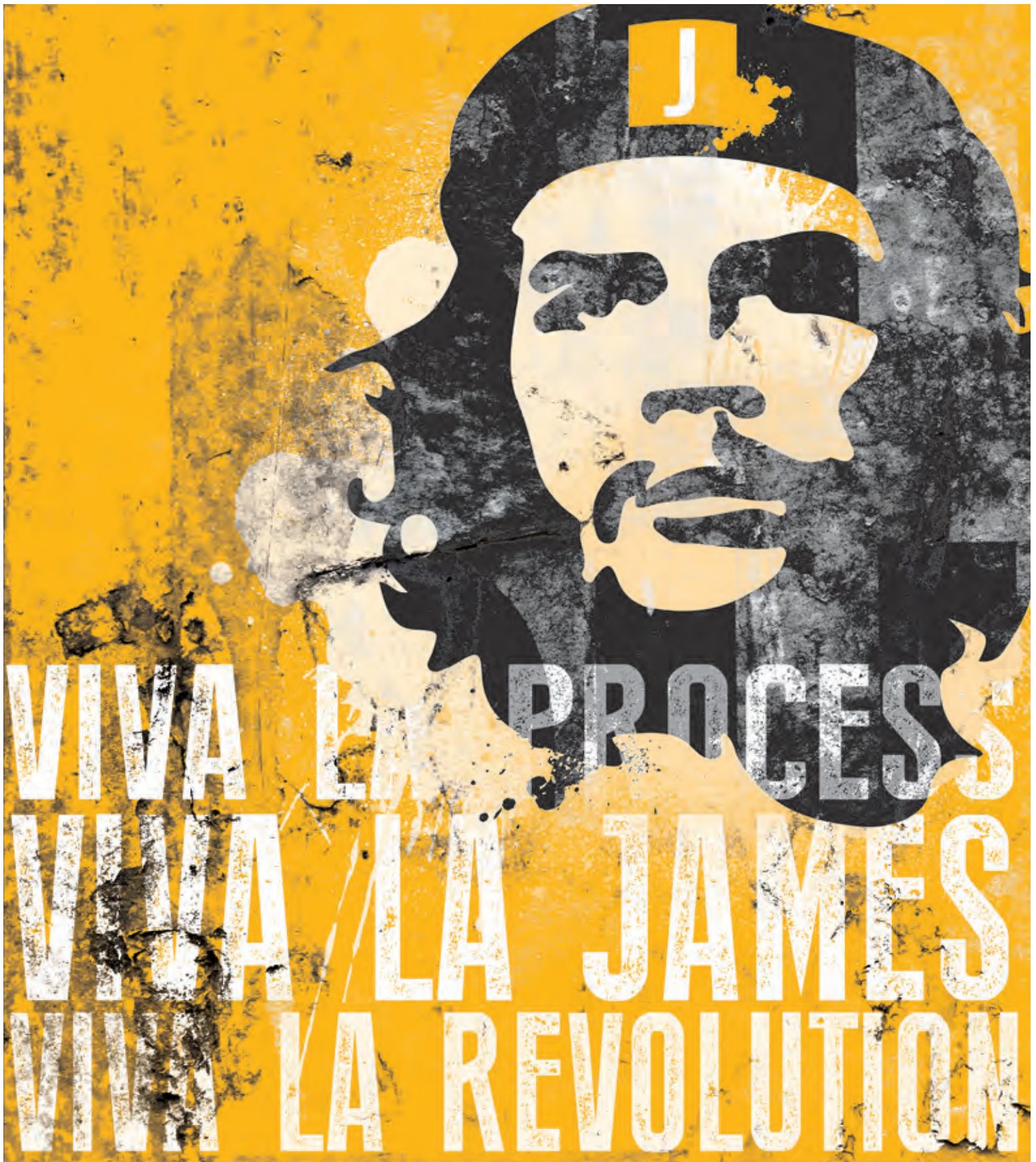
**Design**: metaSEC | Dipl.-Designer Andreas Maldei

Viva la Process! JAMES – Visitor management revolutionized_1. Edition_2018_metaSEC

META SEC

LEARN | INNOVATE | CHANGE | LEAD