



PROCESSES *CLOSE TO THE* PEOPLE



JAMES

VISITOR MANAGEMENT REVOLUTIONIZED

METAC SEC
LEARN | INNOVATE | CHANGE | LEAD



INDEX: OVERVIEW ON PROCESSES AND FUNCTIONS

On the following pages you will find a number of visualized processes as well as an overview of the functions of JAMES. Each of the processes has been created in the form of a clearly arranged timeline to give you examples of the individual modules and time sequences. These are exemplary and can be tailored to your individual processes with JAMES or ROGER.

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Scan the QR Code and download our JAMES brochure „Viva la Prozess“.





MORE THAN JUST „VISITORS“ – JAMES AS A FULLY INTEGRATED MANAGEMENT SOLUTION

Our visitor management solution JAMES is a software that has grown in practice. Over time, the most diverse needs of a wide range of customers from various industries have led to „creative misappropriation“ of modules and functions. Due to constantly changing challenges and user demand for more and more specific functions, one thing became clear to us very quickly: Today, the term „visitor“ must be completely redefined.

After all, who is actually this „visitor“ that we now have to „manage“? It has been a long time since it has been just the sales representative or craftsman. Today, the focus must be much broader. Particularly 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 being completely redefined.

For example, in times of hotdesking and a globalised world of work, even your own employees will become visitors to your company. In addition, international flows of goods and logistics processes increasingly ensure multilingual communication at the reception area. And multilingual visitor management is also becoming more and more important in public authorities, offices and public institutions. Here, the number of refugees and migrants is constantly growing. In addition, there is a rising need for security, documentation and process transparency.

JAMES makes it possible to bring these requirements together and to create an experience from the guest's perspective. In addition, our software captures the daily streams of visitors in resilient and flexible processes for the users within your organization. However, even here, 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.

We have prepared this brochure to cover as many possible fields of application and processes as possible. We are constantly revising and expanding it, so that you are holding the 4th edition in your hands. Here you will find the various processes listed as „workflows“ in the form of a timeline and in which we have drawn the functions of JAMES. We always left enough space for you to use this brochure as a „painting template“. Do not hesitate to draw your individual ideas and requirements and discuss them with us.

We look forward to the discussion with you!

LUKASZ ZIAJA
CEO
metaSEC



FLEXIBLE AND DYNAMIC INTEGRATION INTO YOUR PROCESSES

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



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



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



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



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



Feedback terminal function for customer reviews



Outlook Plugin for a simple, Office compliant workflow



Evacuation and assembly points for a conclusive safety concept for employees and visitors



Multilingual translation for the reduction of communication barriers at the front desk using the JAMESlingo translation software



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



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



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



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



Interfaces to various ERP systems



Key management and administration of further access media



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



Connectable to manufacturer-independent hardware (open protocols) such as intercom, CCTV cameras, telecommunication systems



Connection to various access control systems like Siemens (SI-PORT), Lenel, Stanley PAC, etc.



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

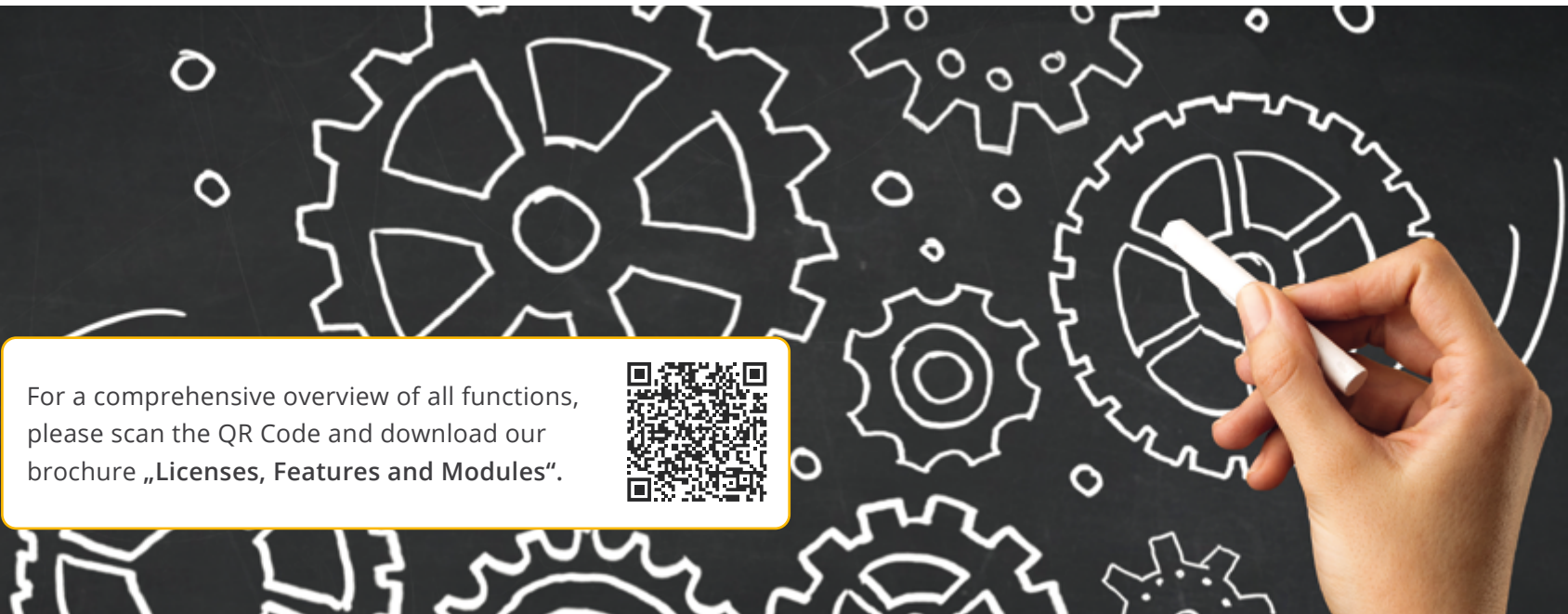
With our visitor management JAMES we have tried to take the process of visitor management to its logical conclusion. And since the software has grown in close cooperation with the largest security and facility service providers, JAMES contains more functions than any other visitor management system for 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.

For a comprehensive overview of all functions, please scan the QR Code and download our brochure „Licenses, Features and Modules“.



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



Workflows

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



Room and resource management

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



Key management

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



Vehicle management

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



Parking-lot management

- Setting up and managing car parks and parking spaces
- Assignment to individual persons and appointments



Alerting

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



Evacuation and assembly points

- Active assembly point for evacuation with Self Check-in
- Control desk dashboards, info panels and emergency conferences



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



Multilingual Translation

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



Identity management

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

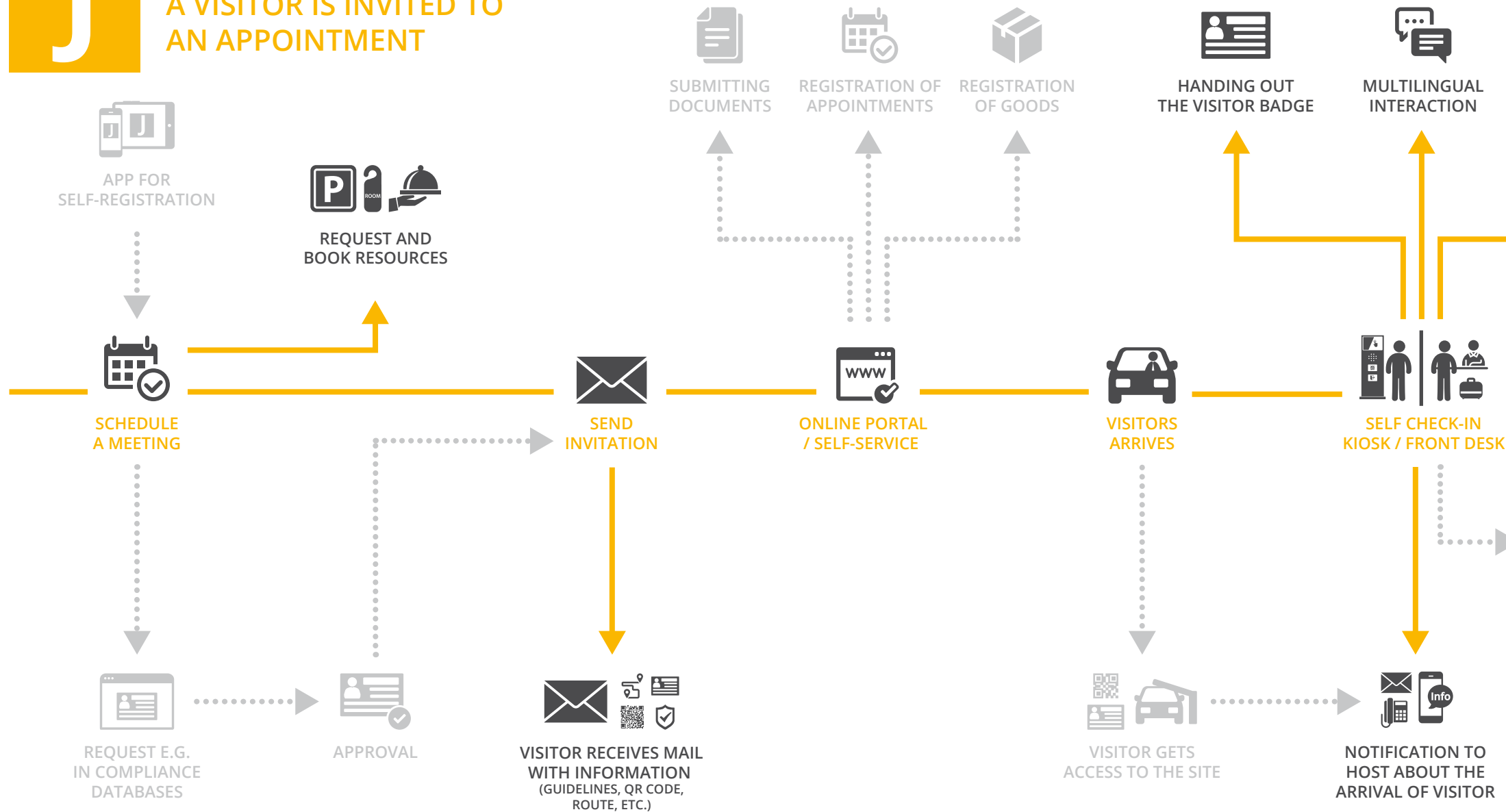


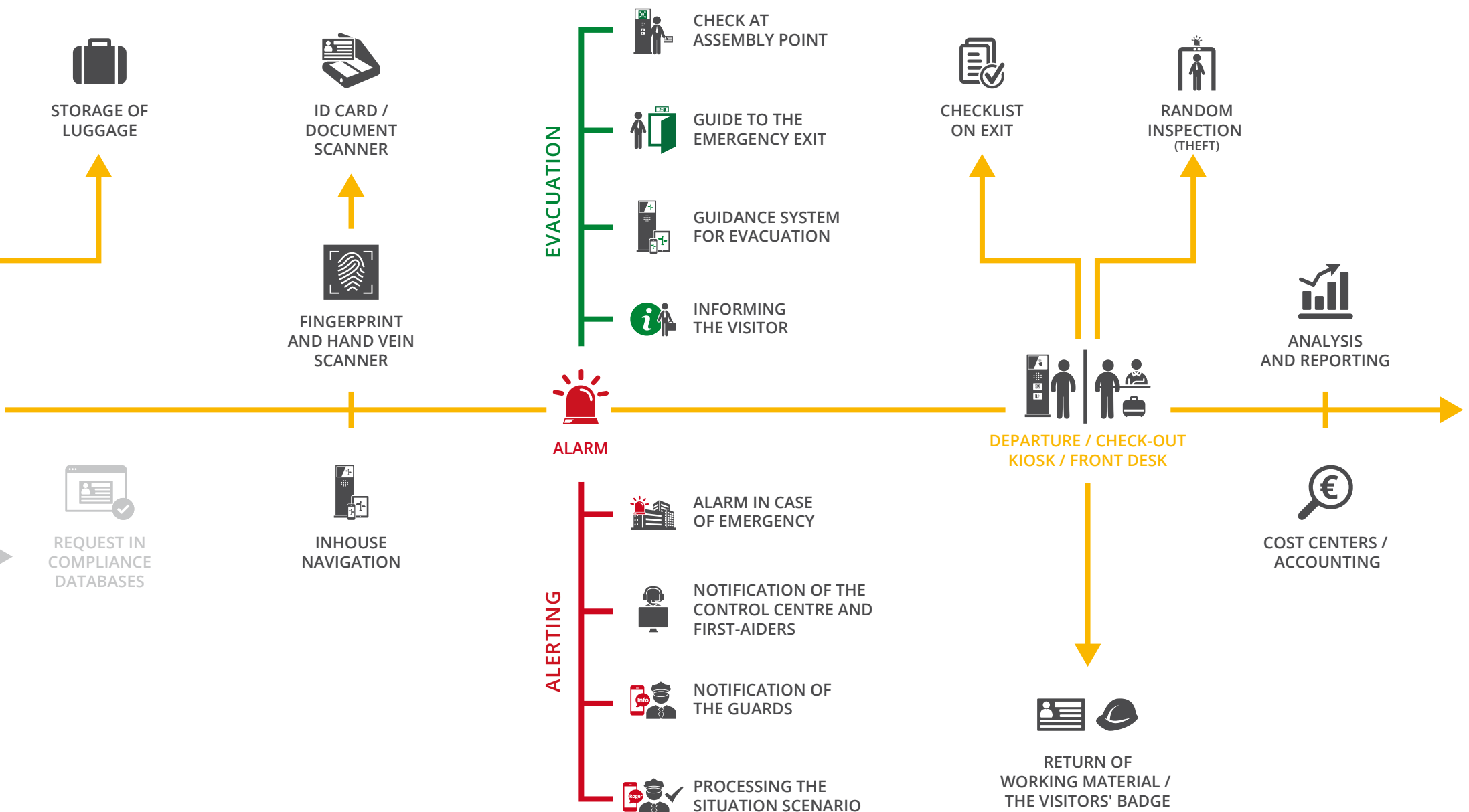
Digital Signage

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



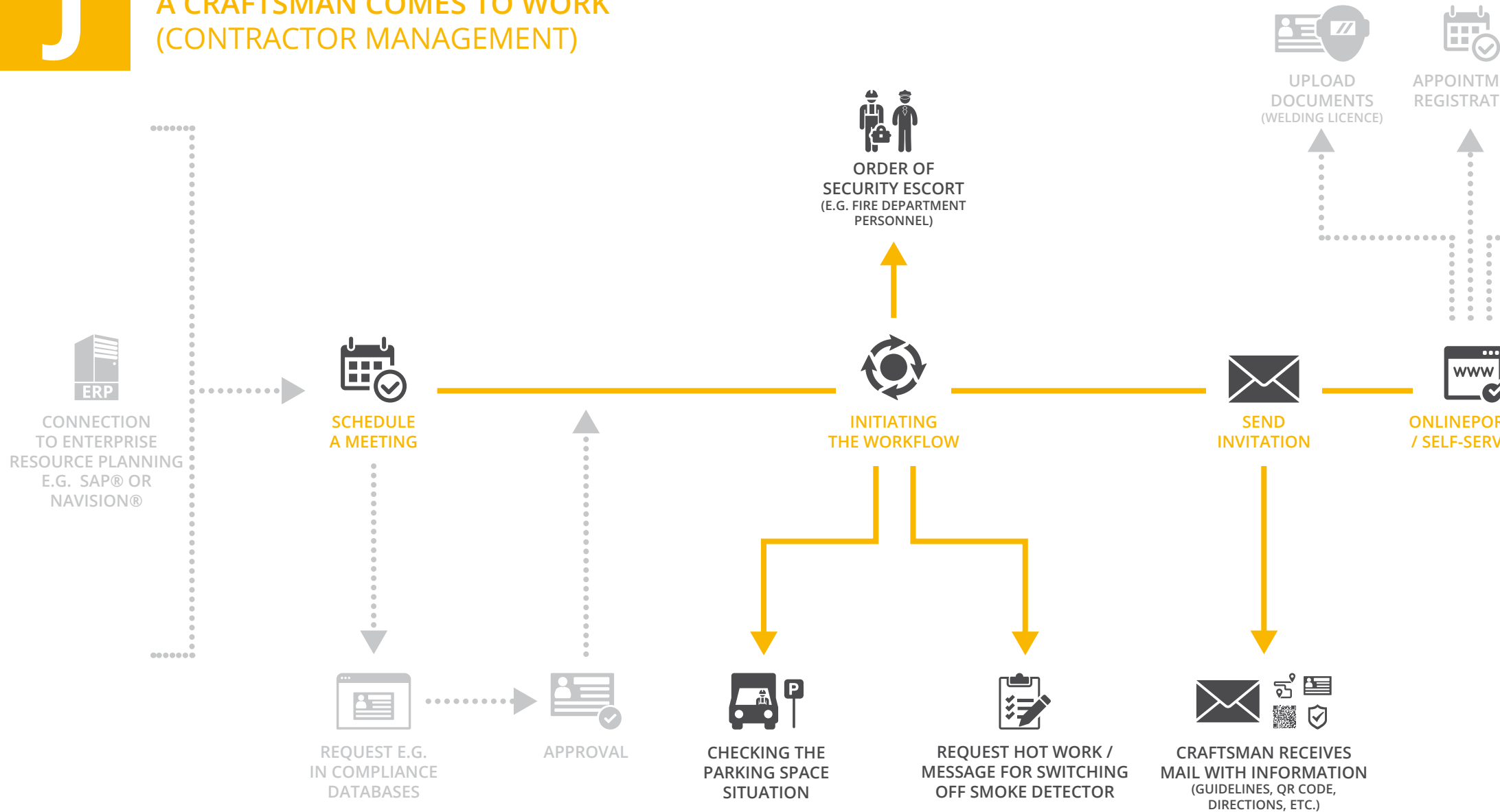
PROCESS EXAMPLE 1: A VISITOR IS INVITED TO AN APPOINTMENT

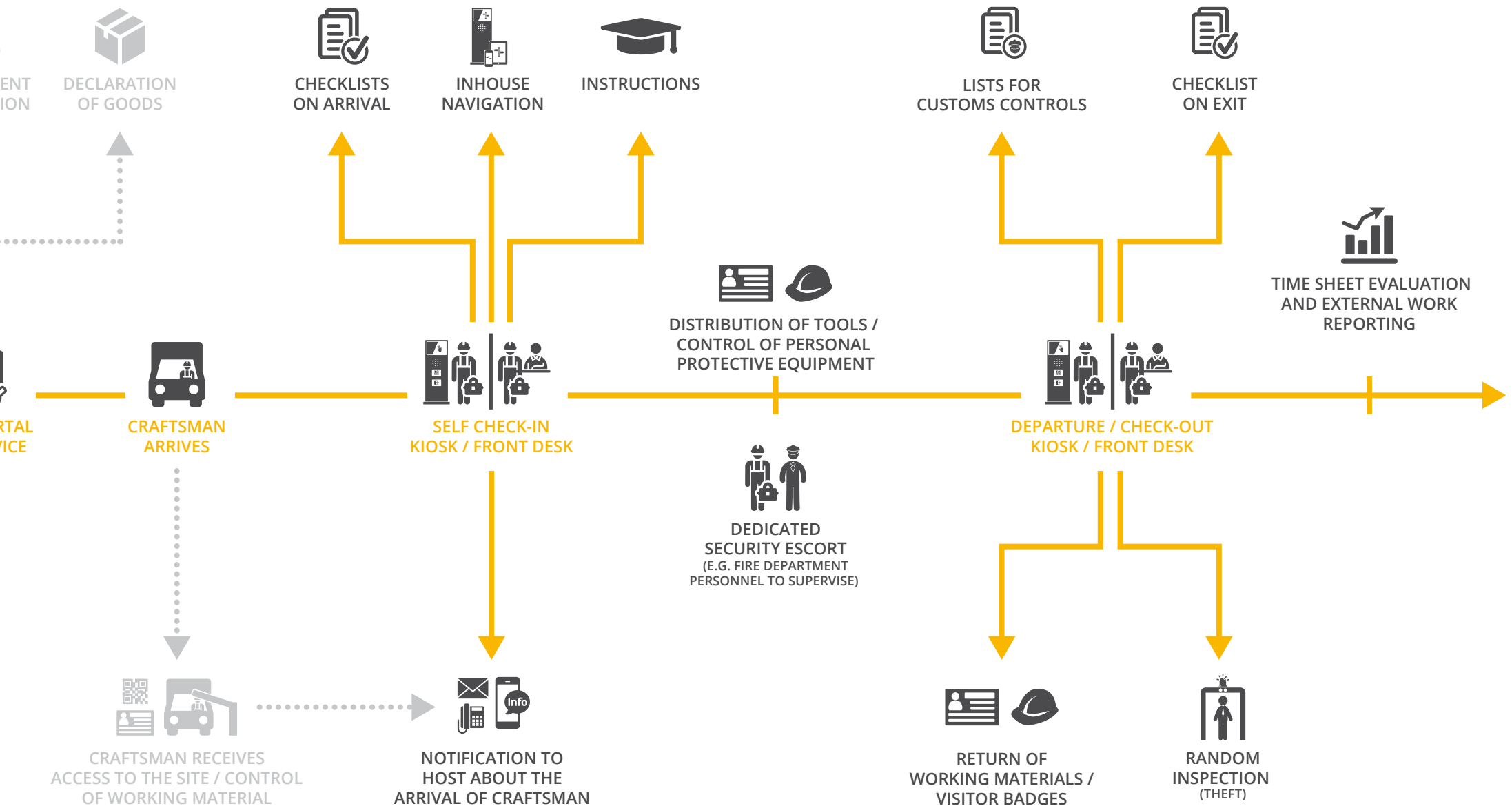






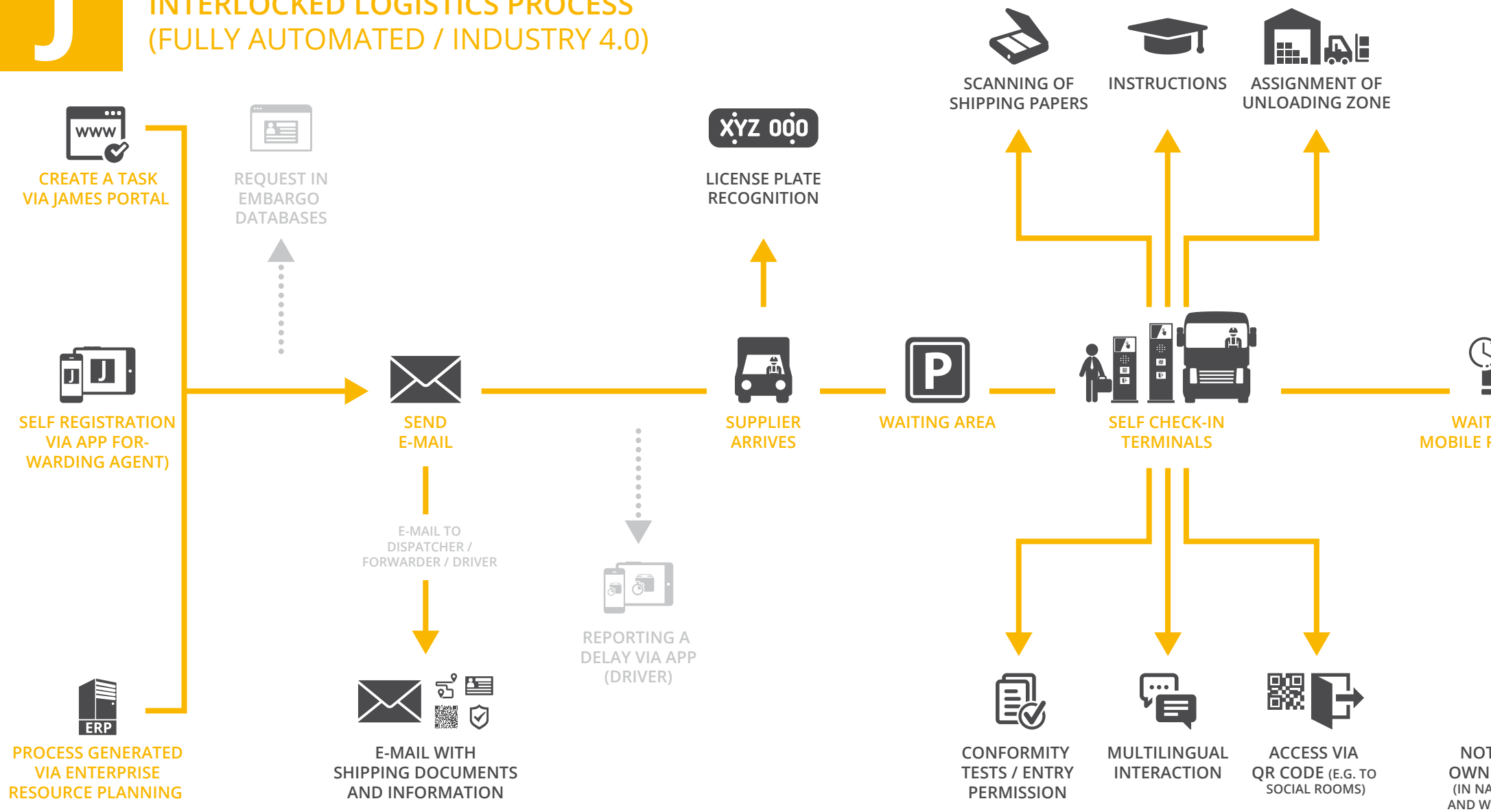
PROCESS EXAMPLE 2: A CRAFTSMAN COMES TO WORK (CONTRACTOR MANAGEMENT)

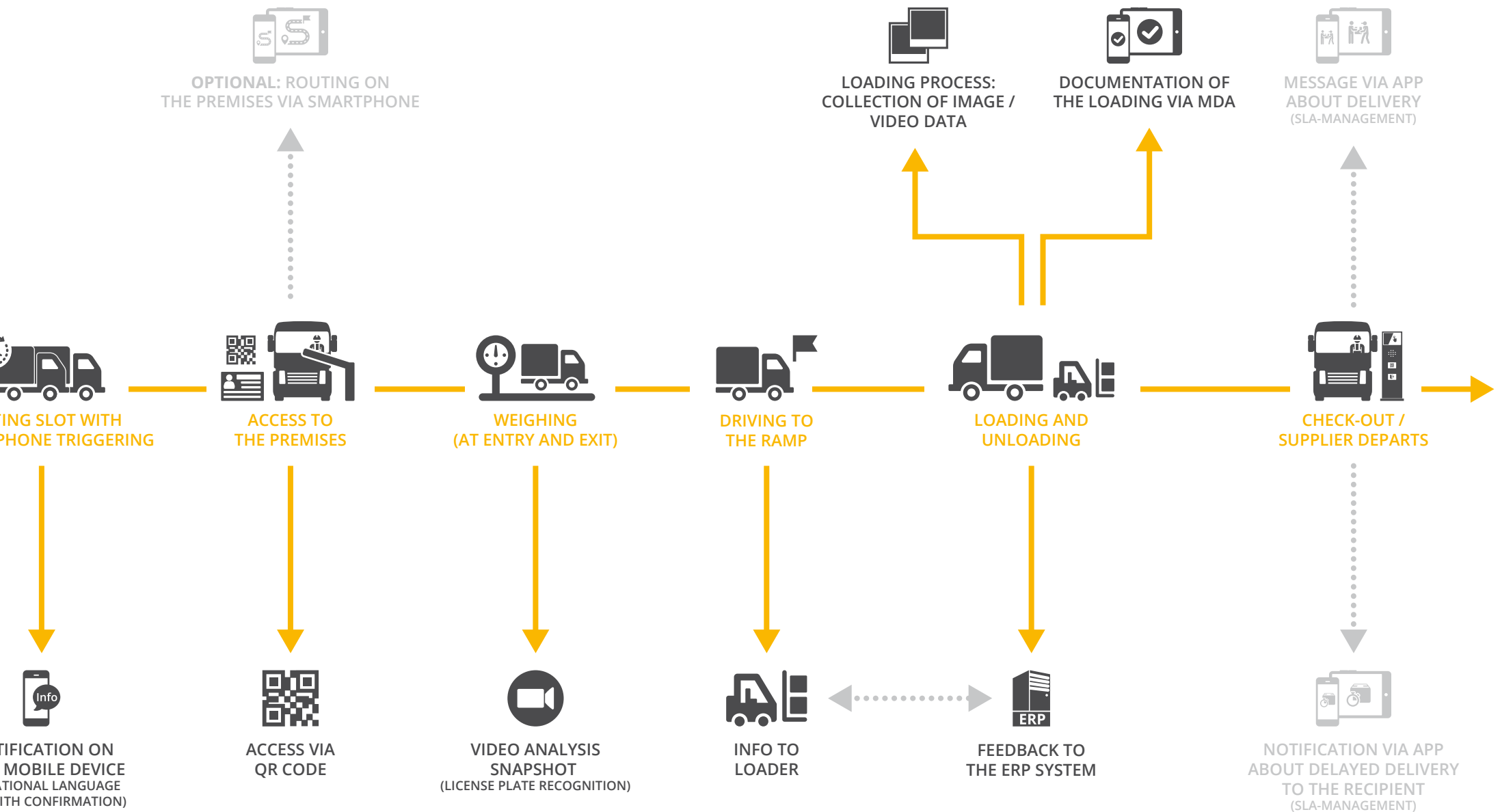






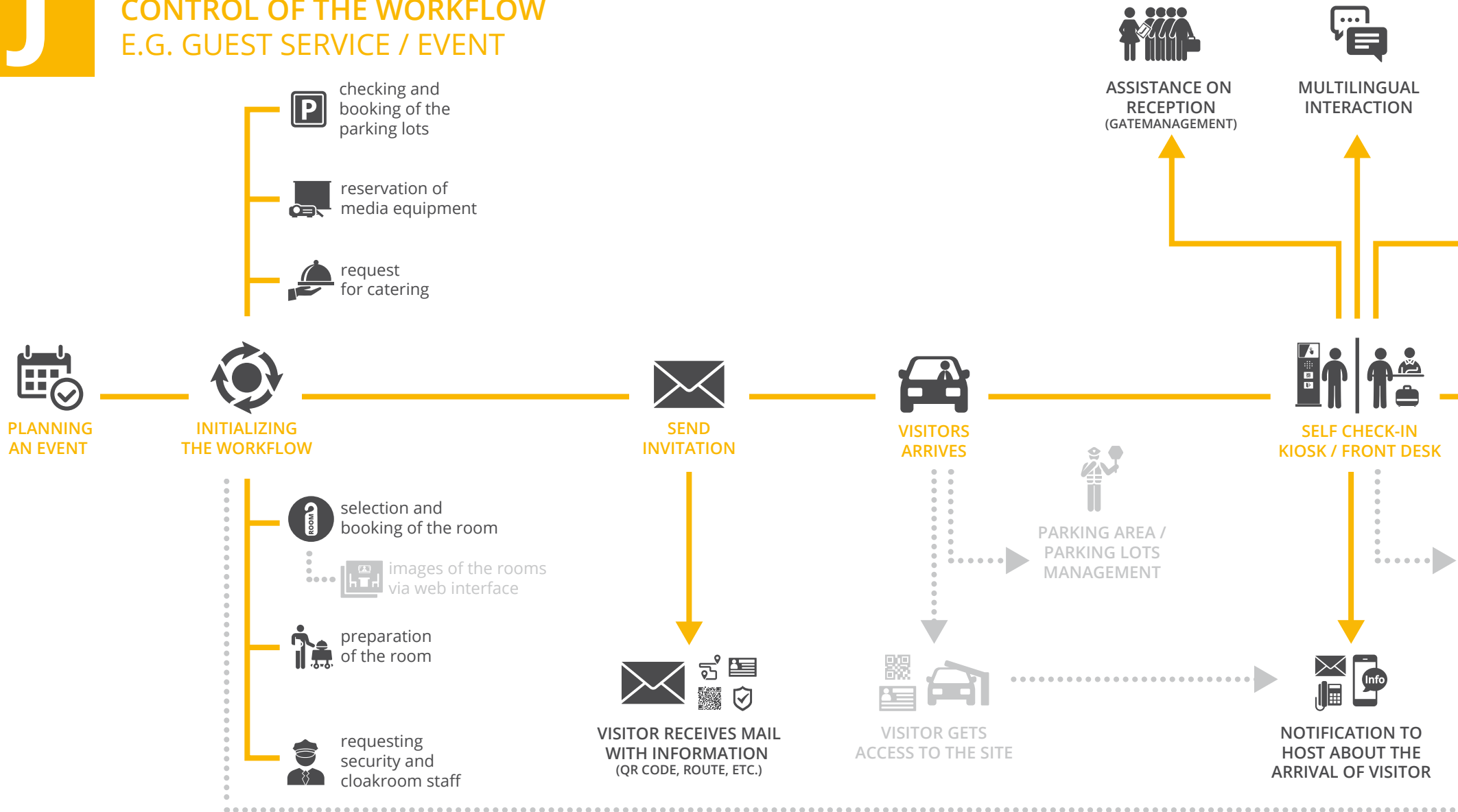
PROCESS EXAMPLE 3:
INTERLOCKED LOGISTICS PROCESS
(FULLY AUTOMATED / INDUSTRY 4.0)

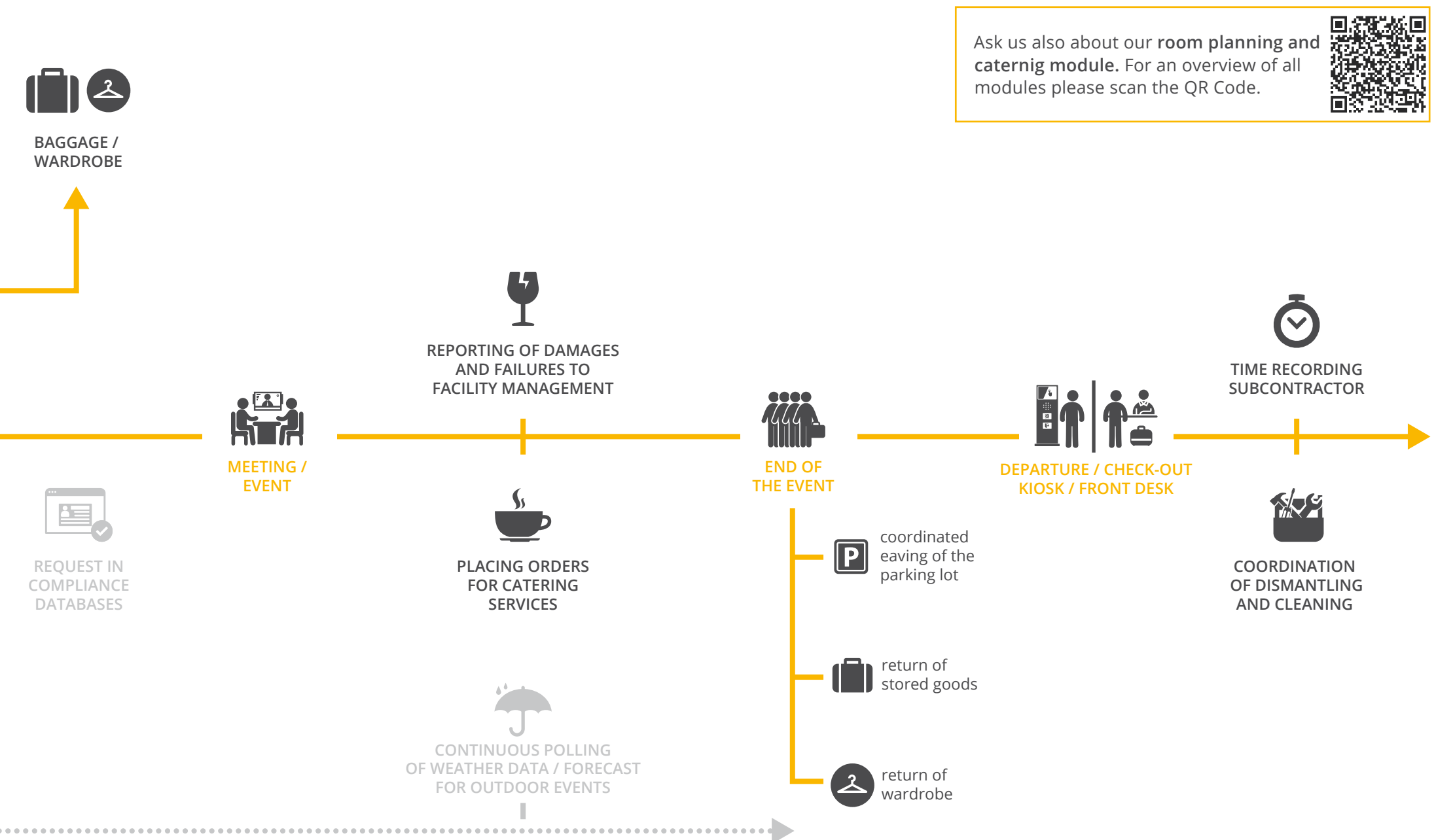






PROCESS EXAMPLE 4: CONTROL OF THE WORKFLOW E.G. GUEST SERVICE / EVENT







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 with as few errors as possible. The expectation here is to use as less personnel and other resources as necessary. This creates leaner processes and short reaction times.

With JAMES you can map all processes of training and instruction management. Using our info terminals, these can be carried out independently by employees and visitors. Defined intervals, in which a group of people is informed about upcoming safety instructions, as well as an automatic blocking of access authorization profiles of persons who have not completed the instructions, make a lasting contribution to operational safety.



Periodic briefings and training



Connection to enterprise resource planning (ERP systems)



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



Follow-up of instructions and training



Signature pad for signing documents



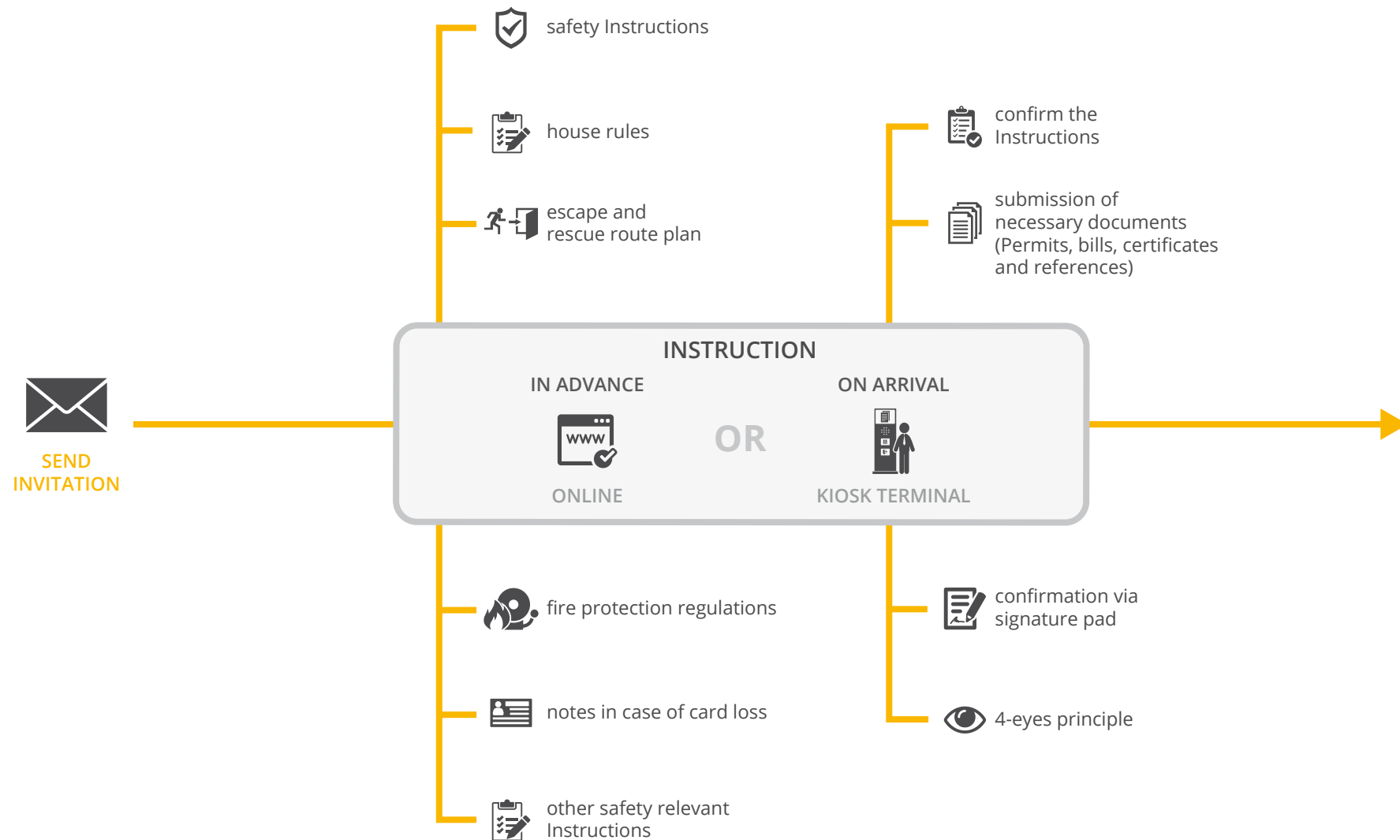
Training and instruction of employees and visitors



Automatization of compliance processes



Easy integration of own compliance processes





JAMES - SELF CHECK-IN FOR LOGISTICS AGAINST THE LANGUAGE BARRIERS

The transport industry is primarily characterised by multilingualism and the 24/7 cycle. The main focus here is on the most efficient performance of all processes. Time saving means cash money and therefore processes such as safety instructions, communication at the gate as well as loading and unloading must be handled as quickly as possible. This is where JAMES can make a major contribution.

With the communication modules **JAMESlingo** or **JAMESdialog**, for example, all processes at the gate can be streamlined and optimized. This can be achieved through multilingual self check-in terminals (image on this page), driver notifications in the respective national language and much more. This will reduce misunderstandings or communication problems which often costs time and nerves.

The management of warehouses, ramps, access roads and parking spaces within JAMES ensures efficient management of the logistics processes involved. Another highlight: „**The self-registration app**“. With this app, freight forwarders can not only pre-register themselves, but also give notifications of delays. Geofencing and the automatic calculation of the arrival time also ensure a well-coordinated delivery process.



Management of warehouses, loading ramps, waiting areas, access roads, etc.



Connection to ERP and warehouse management systems



Connection to video analysis (loading ramp management, etc.)



Multilingual communication via JAMESlingo and JAMESdialog



Waiting slot management and allocation of parking spaces



Registration app for an independent pre-registration of the drivers



In-house and site navigation and partial automation via access control

Variant of equipment. Original column may differ from the picture



IN GOOD HANDS RIGHT FROM THE START: THE DIGITALISATION OF THE FRONT DESK

Welcoming guests and the reception process has never been so easy. With a combination of our JAMES visitor management system and our hardware solutions, you can easily register visitors and leave a positive impression by handling all visitor processes quickly, efficiently and in compliance with data protection regulations. Clipboards and Excel lists are now a thing of the past.

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

With our software you are able to map all conceivable front desk 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 badges, the verification of identities via document scanner or the processing of „arrival and departure checklists“ also ensure a high security standard in your company.

With JAMES, you not only create a modern, digitalized reception, but also ensure a secure visitor experience for the visitor as well as for you and your company.



Multilingual, personalized „Welcome Screen“



Data protection compliant „Arrival and departure“ checklists



Training and instructions incl. signature



Check-in and check-out via visitor badge, QR Code, etc.



Identity management via document scanner



Connection to the Access control

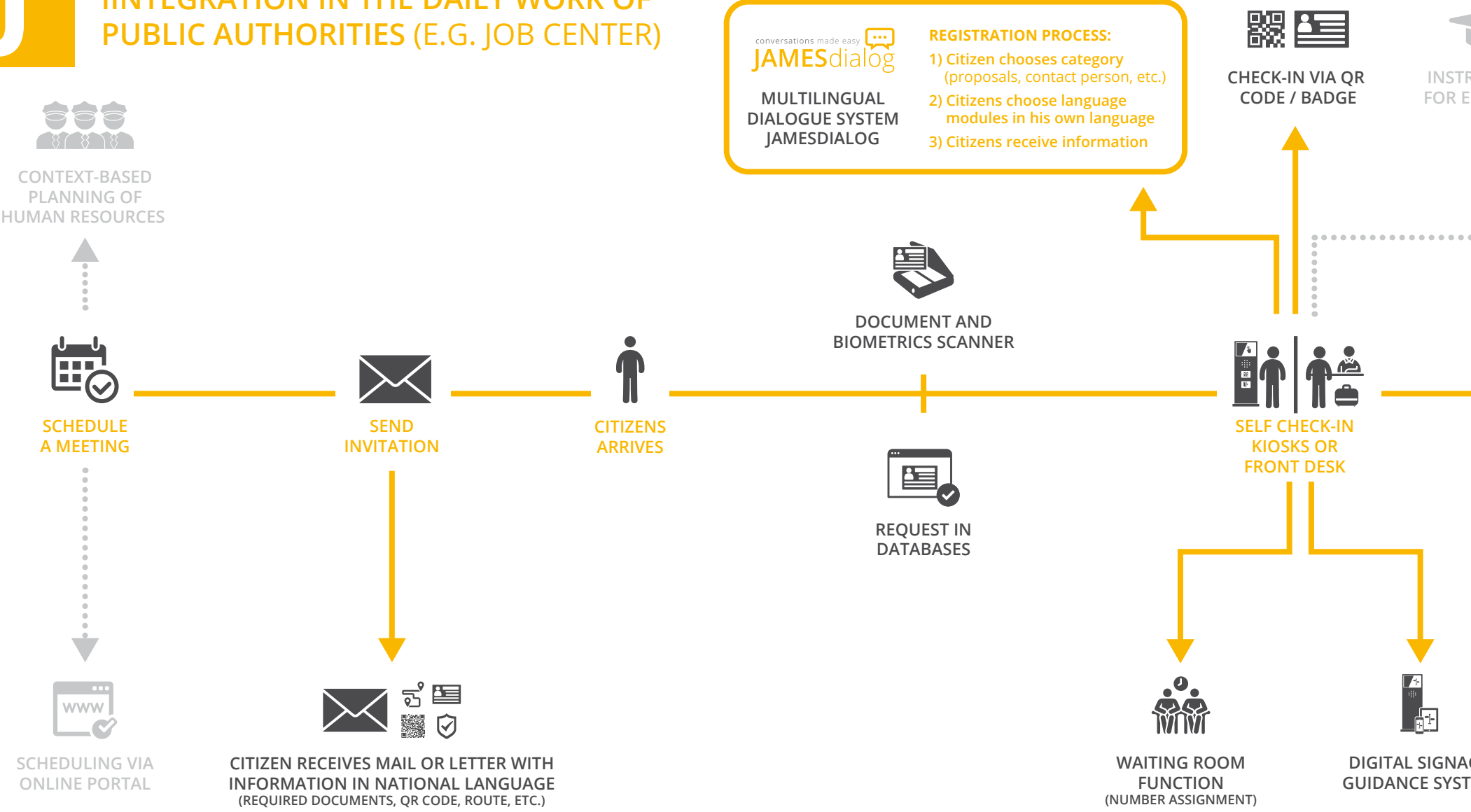


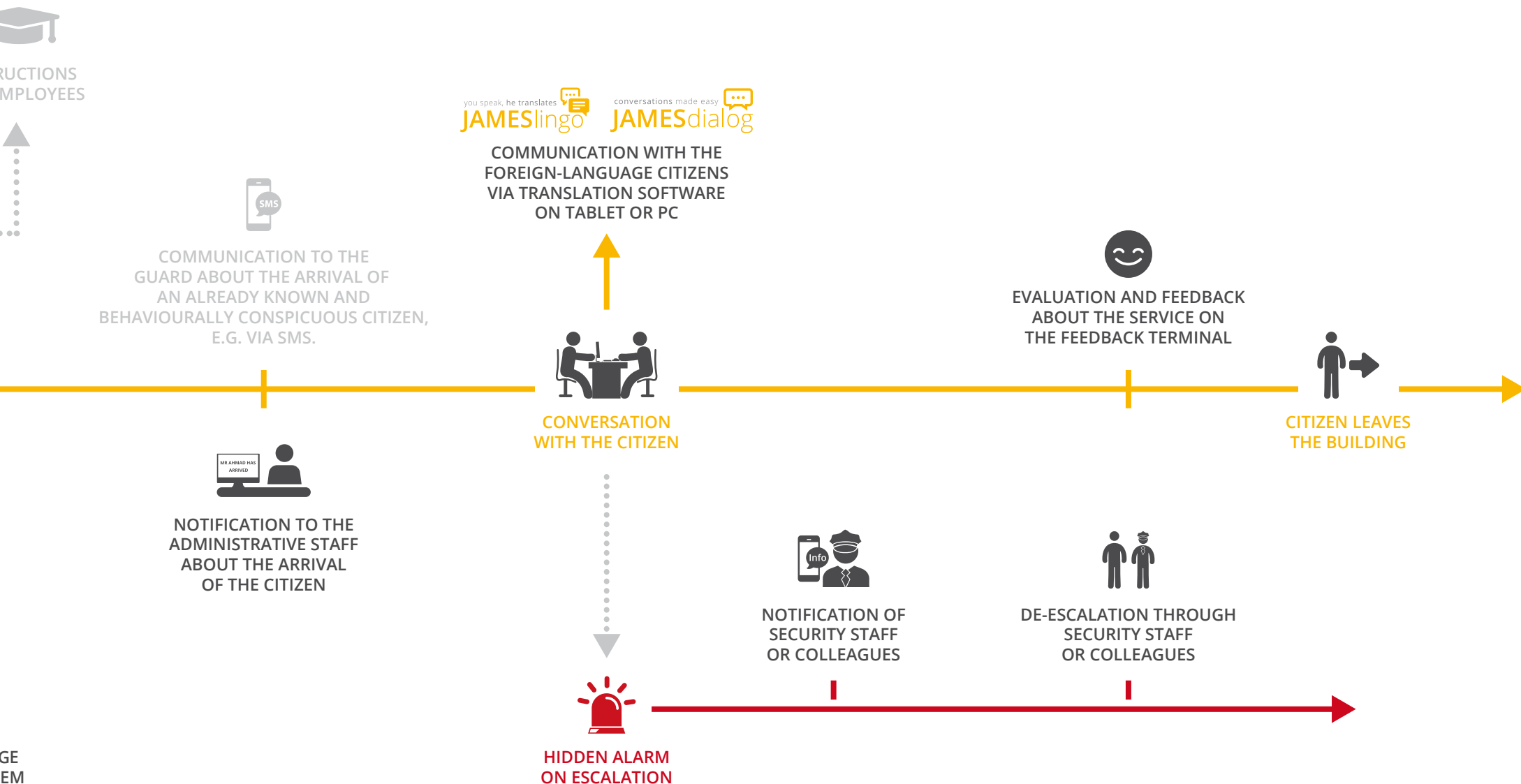
Printing of visitor badges

Variant of equipment. Original column may differ from the picture



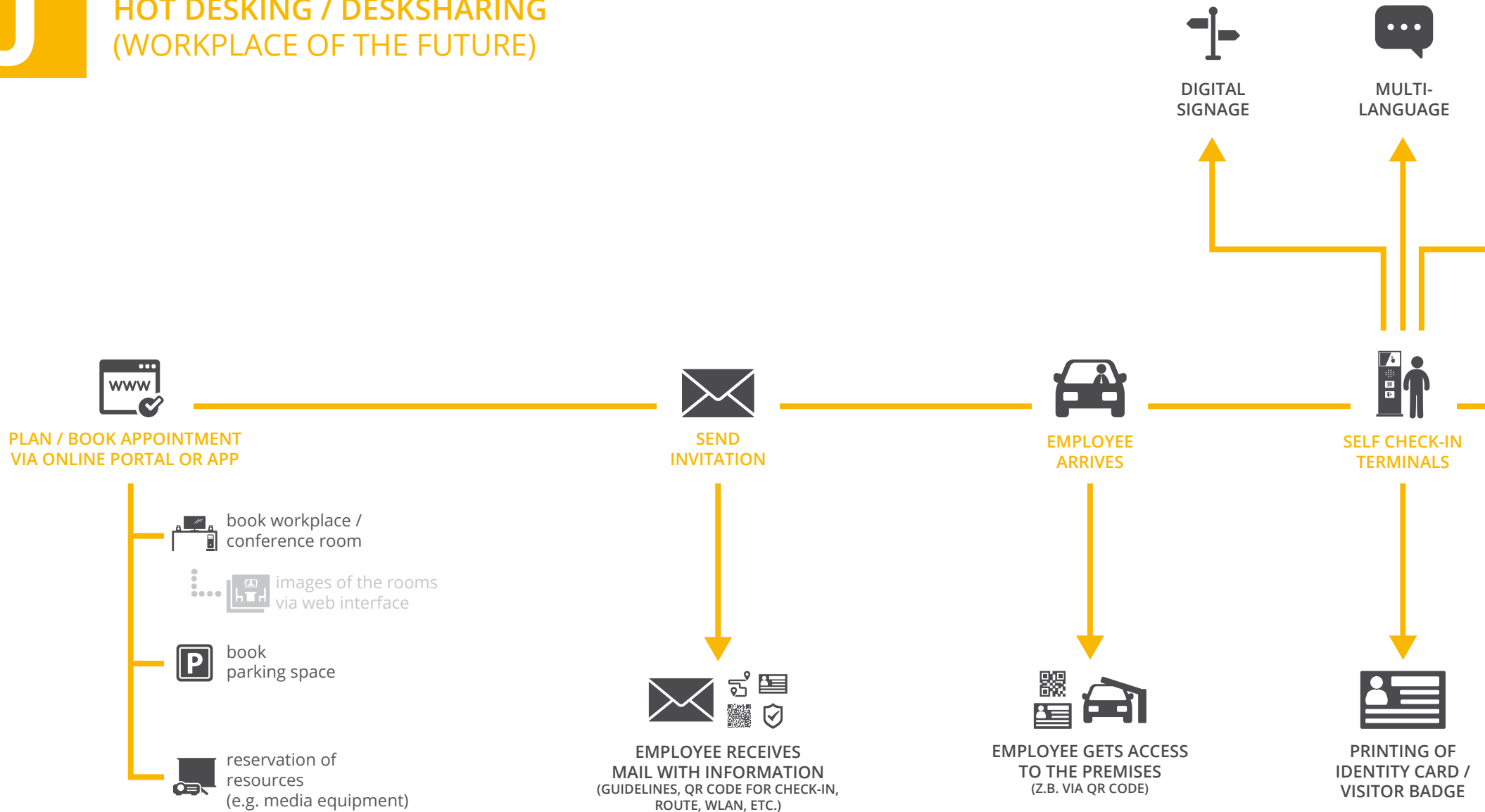
**PROCESS EXAMPLE 6:
INTEGRATION IN THE DAILY WORK OF
PUBLIC AUTHORITIES (E.G. JOB CENTER)**

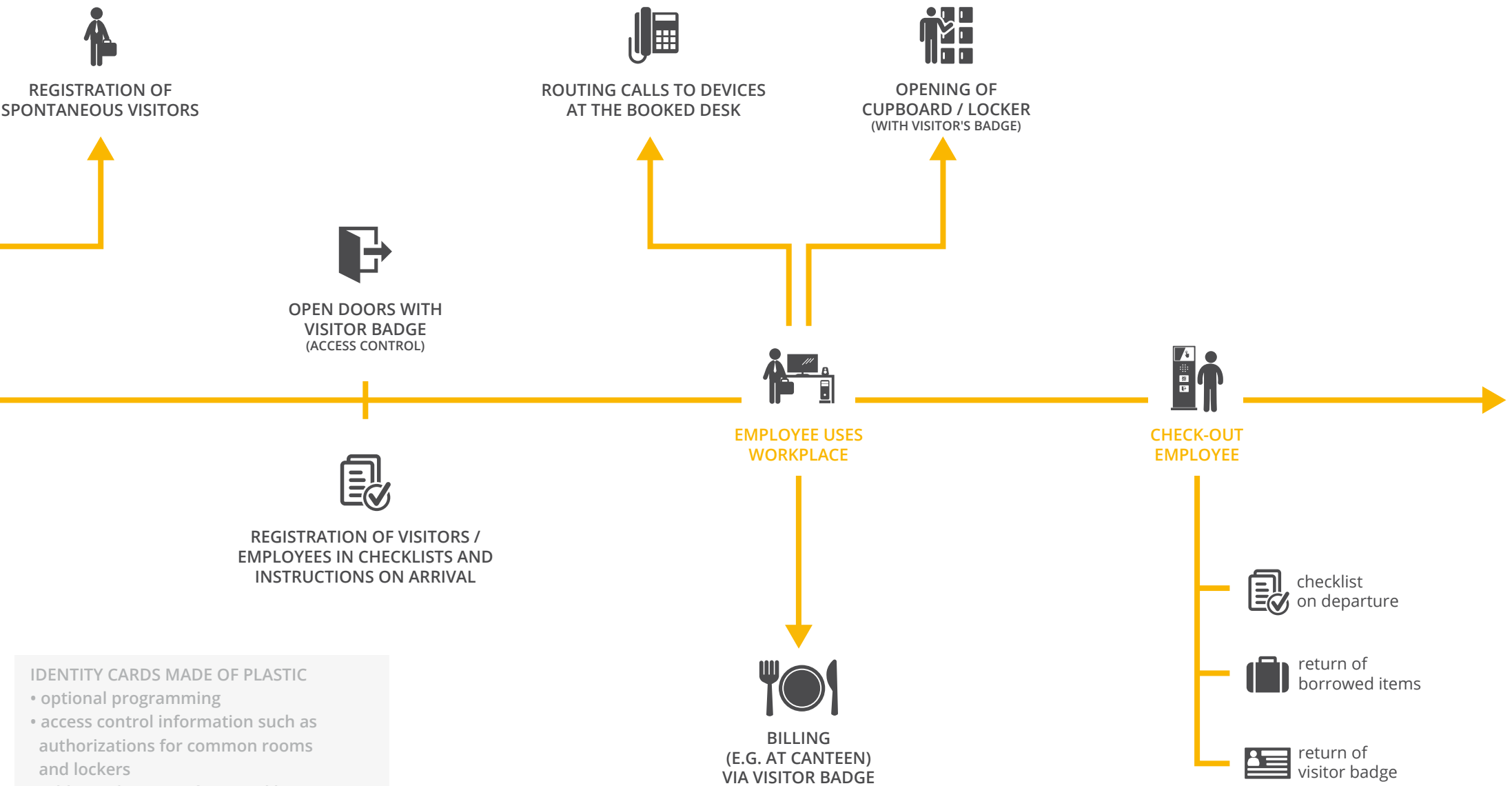






PROCESS EXAMPLE 7: HOT DESKING / DESKSHARING (WORKPLACE OF THE FUTURE)







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

MASTER DATA

- name, first name
- date of birth
- address
- department

+

- PHOTO
- BIOMETRICS
- PROFILE FOR ELECTRONIC ACCESS CONTROL



**ORGANIZE
MASTER DATA**



**COMPLETE
MASTER DATA**



**REQUEST IN
DATABASES:**
COMPLIANCE, BAN FROM
THE PREMISES, TERRORIST
DATABASES, FISA REQUESTS, ETC.



JAMES



3RD PARTY
SOURCES



HUMAN RESOURCES
DEPARTMENT



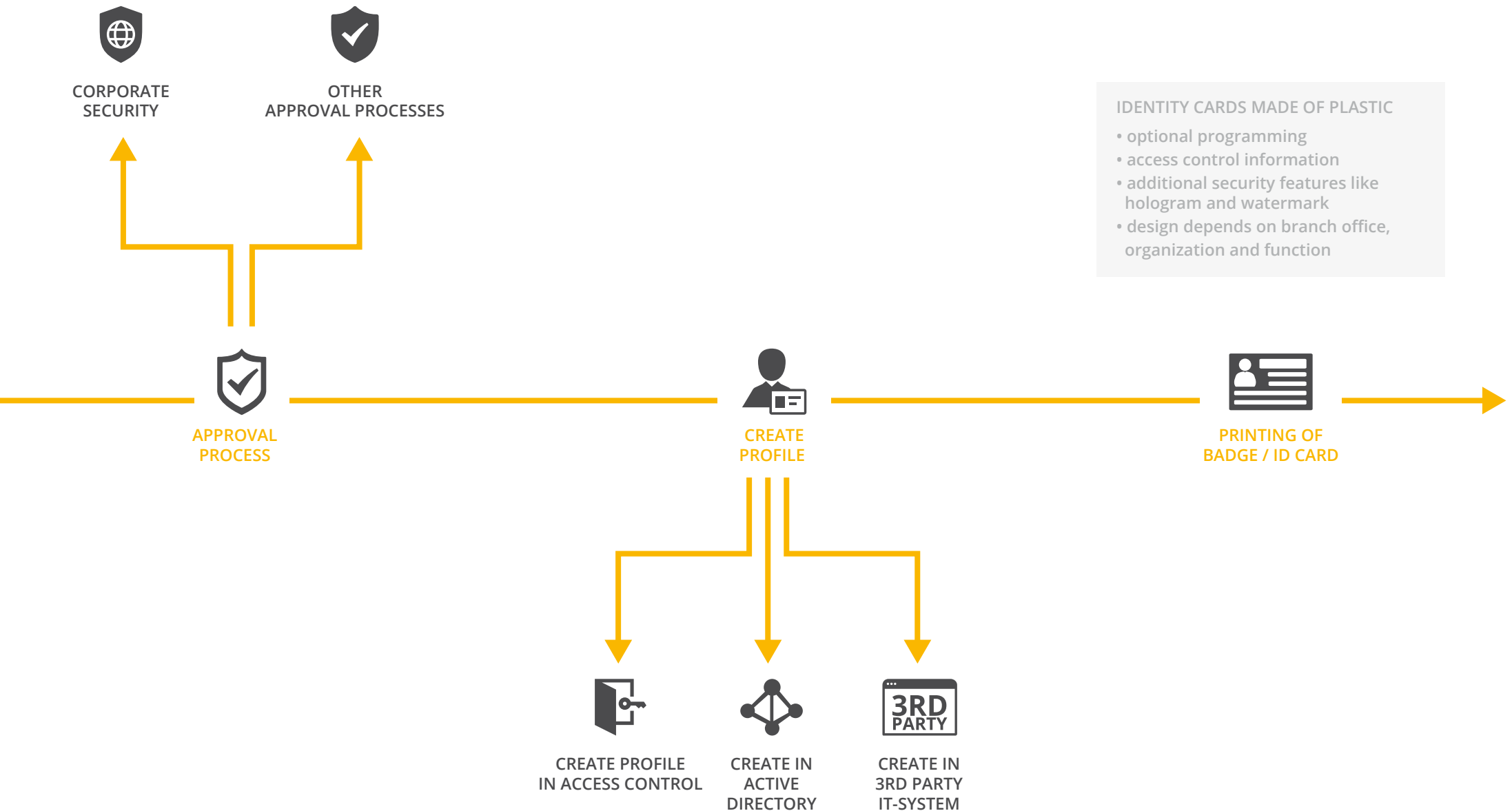
KIOSK-
TERMINALS



ONLINE
PORTAL

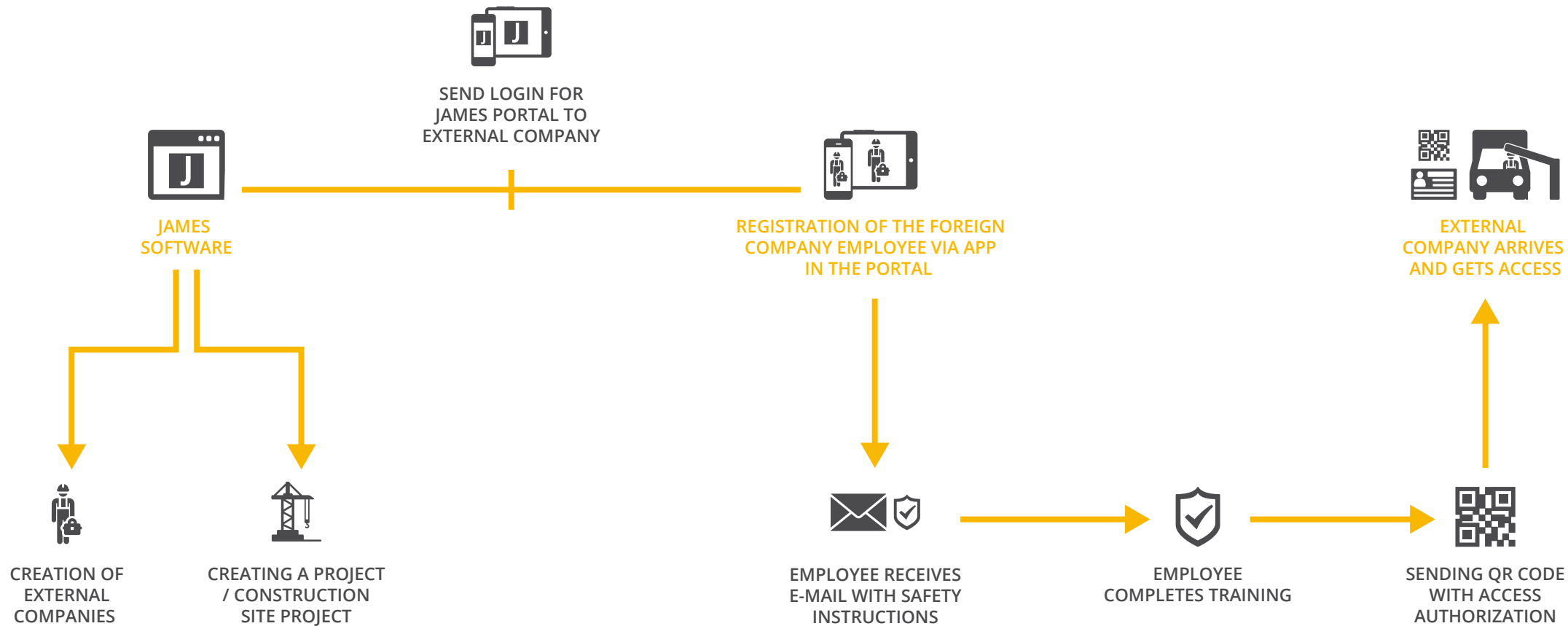


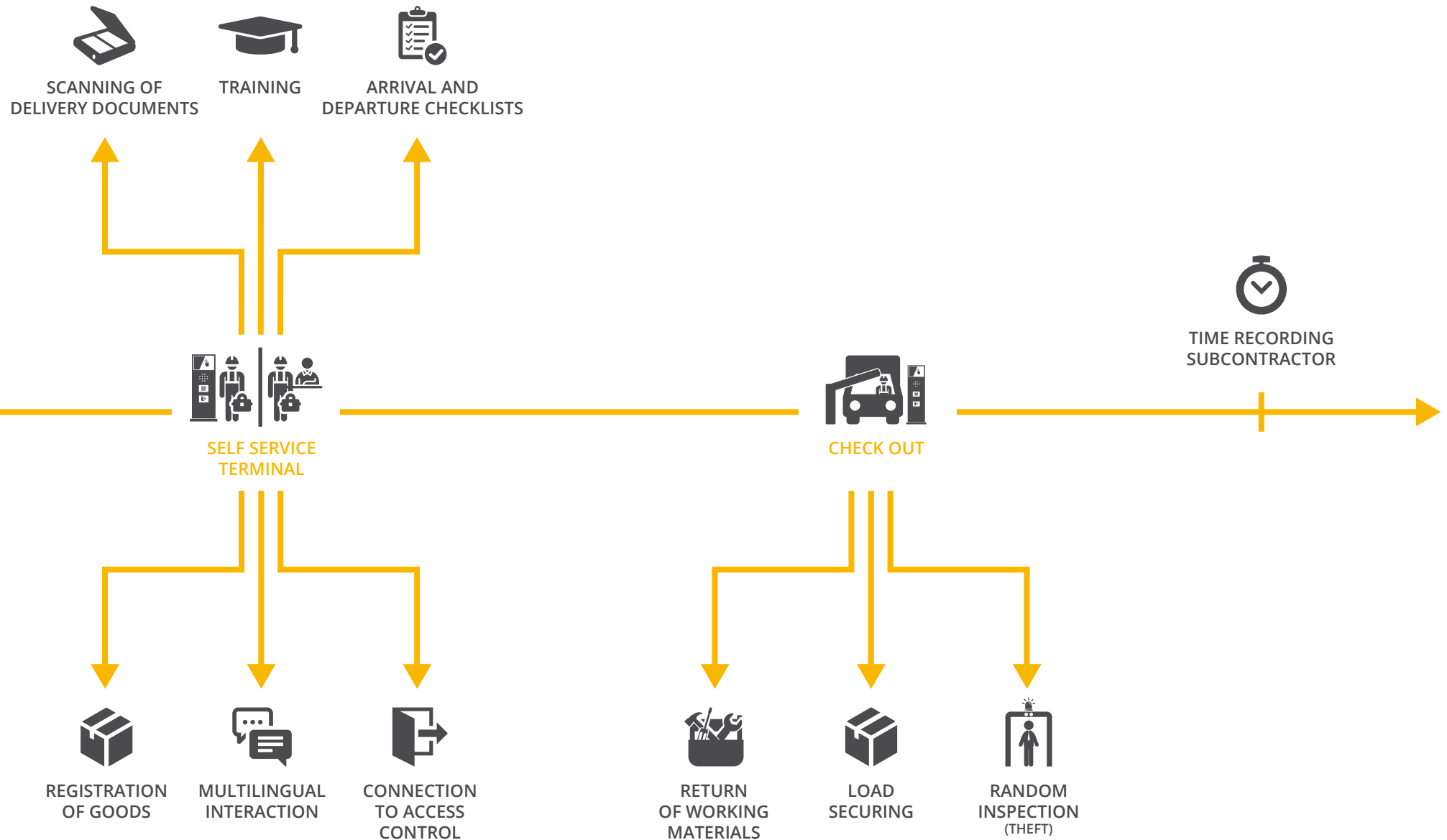
SELF
SERVICE





PROCESS EXAMPLE 9: CONTRACTOR MANAGEMENT (Z.B. CONSTRUCTION SITE)







ROGER – THE SMART ALERTING SERVER

Automatic notification, silent alert or availability of individuals or groups in emergency scenarios is a current topic. The fast reaction in case of accidents on factory premises or the subtle call for help in case of escalations in public authorities - all these functions are mapped powerful and flexible by our alarm server ROGER.

Basically the server can be operated in various modes:

- Silent alarm
- Factory alarm
- Control station alarm
- Automatic, event-driven notifications

Our alarm server receives its final function, depending on programming and customer specifications. The so-called „Eventengine“ reacts to manual or automatic triggers and processes them in such a way that the respective persons are processed and notified as quickly as possible. In case of an emergency, seconds can finally be decisive.

The interaction with the environment can take place via autonomous communication channels or alternatively as a subsystem of your existing telecommunication system.



Manual release via desk telephone, push button or PC client



Dynamic call chains with individual threshold values



Auto learn function for cyclic instruction



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



Emergency and team conferences



Alerting of the control station



Alerting via live announcements, speech preserves, etc.



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



Confirmation and logging



Rapid response to average/production disruption



Digital fire brigade routing maps and digital signage for evacuation



Connection to fire and burglar alarm system or relay contacts



FACTORY ALARM ACCIDENT OR HAZARD MANAGEMENT

In the industry, a reliable alarm server is not only needed in case of failures or operational disturbances. The coordination of emergency forces in daily operations or the automatic running of processes in the event of an accident are the most common application scenarios here.

- Automatic or manual triggering in case of need
- Team conferences to discuss the situation and coordination
- Connection to fire alarm system or burglar alarm system
- Integration of mobile guards

ACTIVE ASSEMBLY POINT SAFE EVACUATION AND LOCATION

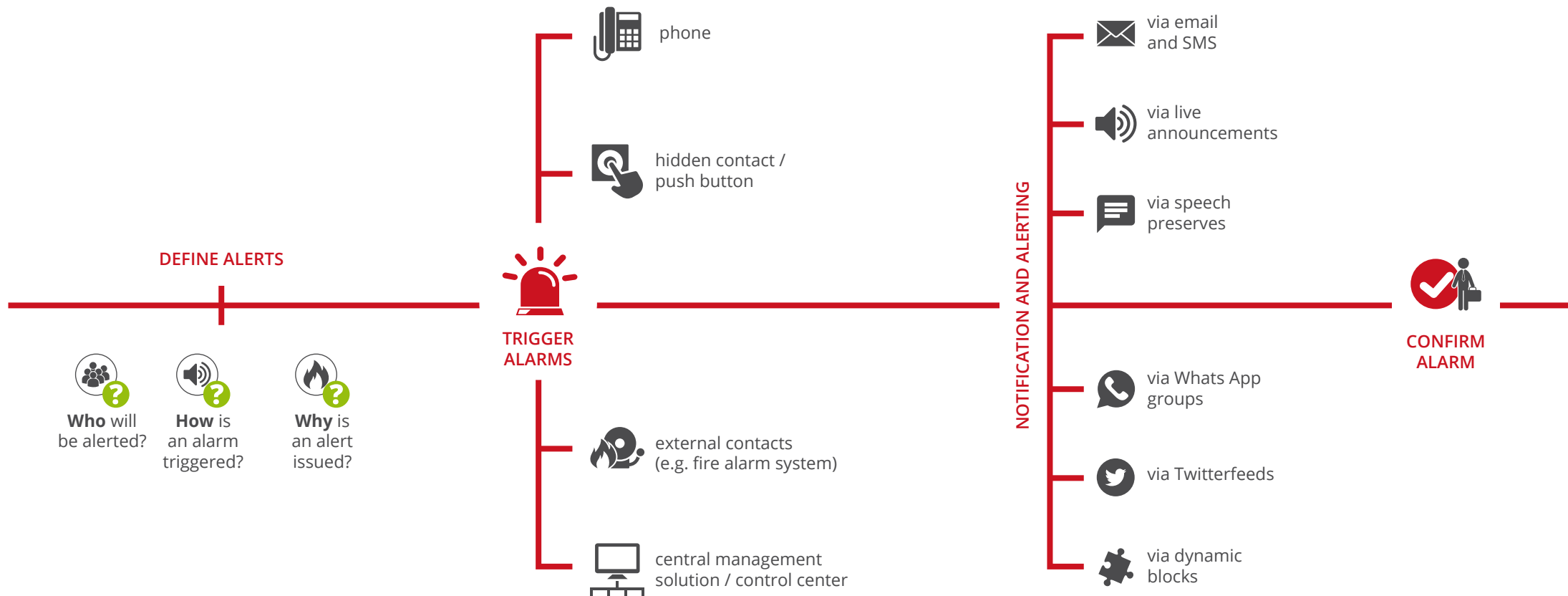
In the case of an evacuation on large sites, it can be difficult to reliably identify regular personnel and visitors at the designated collection points. With the idea of „active assembly points“ this need can be solved quite easily and accessible to the user.

Regular employees register at the assembly point with their access control cards or time recording chips. On the other hand, visitors scan a QR code or use manual keyboard entry at the terminal. The visualization of the recorded data can be transferred to third-party systems in real time.



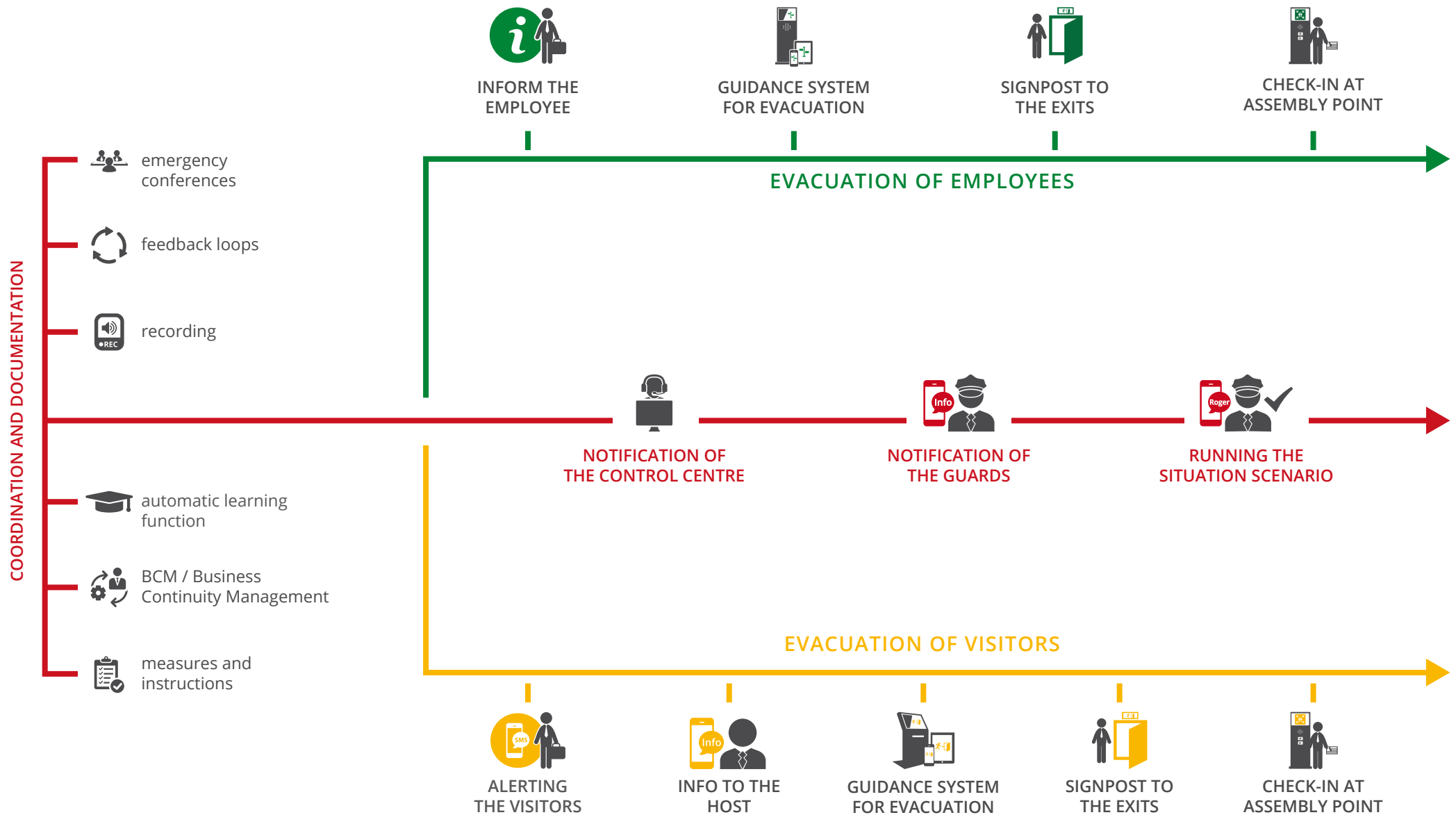


PROCESS EXAMPLE 10: CHRONOLOGY OF AN EVENT (ALARM AND EVACUATION)



Scan the QR Code and also watch the animated „ROGER Story“.





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