

Web Pre-Registration cuts Visitor Registration time by up to 90%

National Gallery of Victoria

Since 1861, the National Gallery of Victoria (NGV) has been displaying art works for the enjoyment of the community. In the mid-1990s, the gallery acknowledged that its St Kilda Road building could no longer successfully meet the demands of its growing collection and extensive exhibitions schedule. The Collection is currently split between The Ian Potter Centre: NGV Australia at Federation Square, home of Australian art, and NGV International at St Kilda Road, the new redeveloped building dedicated to the gallery's magnificent international artworks.

Problem

Visitor books were previously used and management were faced with the inherent problems of privacy which undermined the general security of the building – visitors could get details of previous visitors, and whom they were visiting. Moreover, throughput was very poor during peak times; the foyer would become overcrowded with visitors.

On any given day, management had very little visibility of the number of visitors that were scheduled to visit the building, and who they were to see. Therefore it was difficult to allocate staff resources during the times when they needed it most

Implementation & Results

After careful research, the management of NGV decided upon PassagePoint visitor management system. Five licences/reception points were implemented accommodating Web Pre-Registration for speedy registration of visitors. Photo Capture functionality was also used to capture, store, and print visitor photos on badges to increase security and protect against unauthorised use.

To maintain the professional corporate image and improve visual security, visitor labels were affixed to customised NGV branded backing cards which were printed with emergency procedures on the reverse side.

“The Passagepoint system has streamlined the vetting and registering process for all contractors & visitors who utilise three sites around the Melbourne CBD,” says Ross McRae, Security Project Manager.

“The system was originally purchased to operate on the Security network, however due to its ability to interface into existing I.T. networks (intranet), this allows the system to not only integrate into other business applications but support them i.e. pre-registration for functions and events, which also reduces security risks such as unauthorised entry.”

“Since implementation of the Passage Point system, other business lines have requested greater use and integration of the product into future planned application, with such a powerful tool this organisation is yet to see the full potential of the system”.

The installation of PassagePoint has significantly “reduced workload of security staff which has allowed them more time to deal with other areas of the business”, agrees Kerryn Price - Facilities Coordinator.



Benefits

- Pre-registration module for speedy registration of visitors
- Photo capture module to store and print visitor photos
- Increased visual security with NGV branded backing cards for visitor ID passes
- Reduced workloads for security staff

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