

Centralised Visitor Management for major Defence Contractor

Raytheon

Raytheon Australia is a mission systems integrator providing solutions for sea, land, air and office environments within Government Defence sector and employs an extensive network of highly mobile contractors. With 18 locations Australia wide, the management of visitor and contractor movement between sites became problematic.

Problem

Prior to the installation of an electronic VMS, Raytheon employed a paper-based visitor sign-in system. This manual process was extremely labour intensive and compromised the security of the organisation's critical entry points (reception areas). Raytheon required a solution that would allow staff to pre register guests and contractors to the facility, and also expedite the sign in process by allowing visitors to scan their business card at reception. Most importantly, the solution that was to be ultimately deployed required the system to be networked across the multiple Raytheon offices so records could be kept of contractors movements between sites.

Implementation & Results

After detailed consideration, PassagePoint was determined to best suit the organisation's requirements. "No other Visitor Management System on the market compared to PassagePoint's impressive list of features," explains Peter Zeck, National Securities & Facilities Manager.

"PassagePoint has allowed us to keep track of visitors from various sites from one central location and has proven to be an invaluable tool for the National Security & Facilities Manager".

The system has also helped to increase security of the reception areas by helping to identify unwanted/unauthorised people from gaining entry to the premises via the Watch List feature.

Evacuation reports are also available and can be created with just one click to provide a list of visitors in the facility at any one time – ideal for OH&S compliance.

Pre-registration and the ability to scan a business card to facilitate speedy registration at reception areas have dramatically improved the efficiency of the organisation's reception area.

"PassagePoint registers contractors and badges are printed within seconds," explains Cherrie, "Its simple yet powerful interface reduces the workload for reception staff, and has promoted a truly professional image for visitors and contractors".

"The system is implemented successfully in our Sydney and ACT offices and we look forward to implementing PassagePoint to our other National offices", says Office Manager, Cherrie Clarke.

"ID Warehouse's ongoing support with the integration has been integral in the success of the network", Office Manager, Cherrie Clarke says.



Benefits

- Keeps track of visitors from various sites from one central location
- Watch-List feature helps to identify unwanted/unauthorised people from gaining entry to company premises
- Evacuation reports to provide a list of visitors in the facility with just one click
- Rapid Registration register contractors and badges are printed in seconds

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