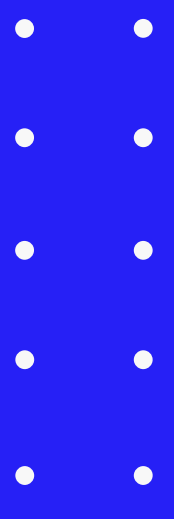# A Starter Guide to
Visitor Management Systems

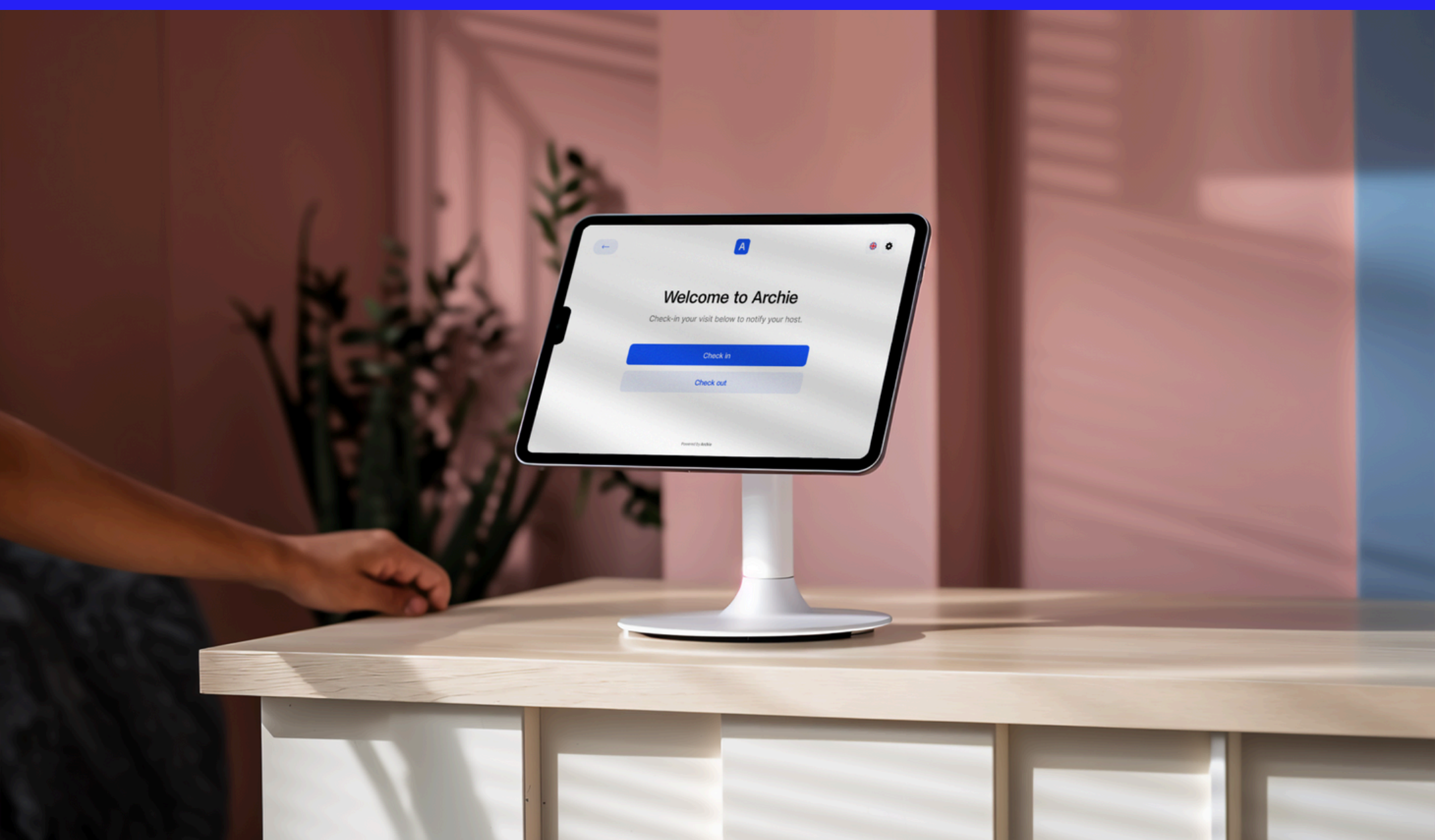Learn how visitor registration technology works, and how businesses benefit form it

Introduction to Visitor Management Systems

Visitor Management Systems (VMS) are digital solutions designed to manage and monitor visitor activity within a workplace.

These systems replace traditional paper logbooks, offering a more secure, efficient, and user-friendly way to handle guest check-ins. By automating the check-in process, VMS helps organizations enhance security, improve compliance, and create a better first impression for visitors.

Why Businesses Need a VMS

Security

Know exactly who is in your building at any time.

Efficiency

Streamline the check-in process to reduce waiting times

Compliance

Meet legal requirements for data privacy and safety.

Visitor experience

Provide a modern and welcoming experience for guests.

Date : 01/01/2024 → 07/31/2024 ⌄   ☰ Days : All ⌄   📦 Items : All ⌄   🕐 Start time : 9:00 AM ⌄   🕐 End time : 5:00 PM ⌄

USAGE OVER TIME

Jan 1, 2024 - Jul 31, 2024

100%

75%

50%

25%

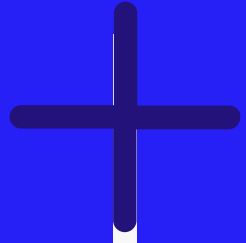Jan 1   Feb 1   Mar 1   Apr 1

Key Features of Modern VMS

From customizable form to analytics, we'll walk you through the main features you should look for in a modern visitor solution.
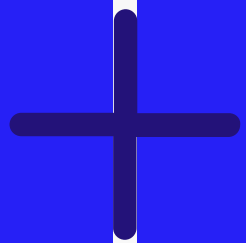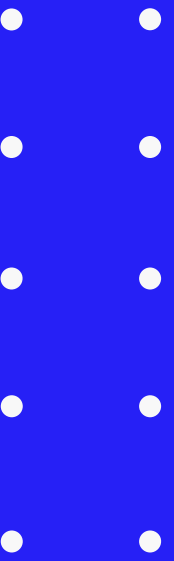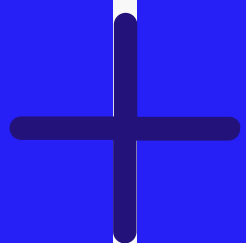
▶

Key Features

Digital Sign-In/Out

Visitors can sign in using touchscreens, tablets, or their smartphones, eliminating the need for manual sign-in sheets.
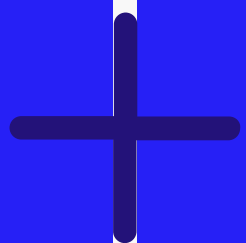
Pre-Registration

Hosts can pre-register guests, sending them QR codes or check-in instructions ahead of time, speeding up entry.

Badge Printing

Automatically print visitor badges with names, photos, and access permissions to enhance security and professionalism.
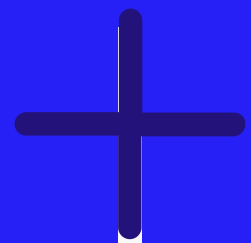
Host Notifications

Instant alerts via email, SMS, or messaging apps (Slack, Teams) notify staff when their guests arrive.
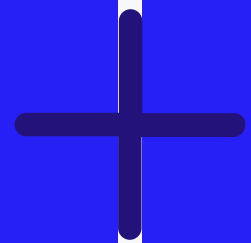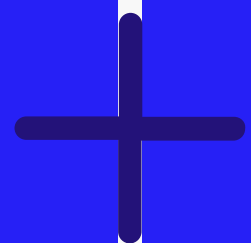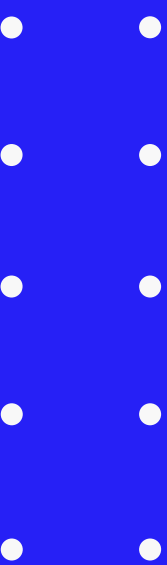
Key Features

Contract management

Require NDAs, contracts and other forms during check-in or visit registration, often with different documents based on the type of visit.

Analytics
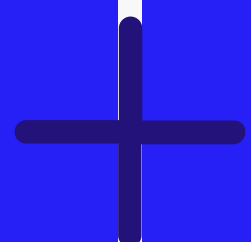
Keep a log of all visitors, allows to see who is on site at any time, and other insights based on visitor data.

Integration with Existing Systems

Connects with access control systems, calendar apps, WiFi networks and security tools for smooth operations.
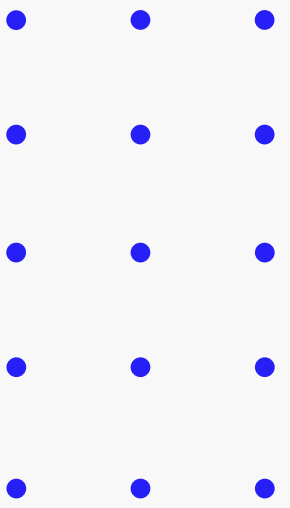
Visitor Data Management

Secure storage of visitor logs for audits and compliance purposes, with GDPR-compliant data handling.

▶

Benefits

Enhanced Security

- Prevent **unauthorized access** by tracking every visitor.
- Issue time-bound access passes for controlled entry.

Simpler operations

- Reduces **manual work** for reception staff.
- Reduces **waiting times** for hosts,

Improved Experience

- Instructions, personalized greetings, and **simple processes** for a great first impression.
- No **long waits** or confusing procedures.

Compliance & Reporting

- Maintains accurate **visitor records** for health, safety, and legal compliance.
- Additional insights on facility traffic, occupancy, peak hours and more.

How a Visitor Management System Works

Companies can create different visitor flows and customize the way registration, access, badge issuing and check-out are handled.

Here we'll show you an example of a common way to set up a VMS.

▶

1) Pre-Registration

Hosts invite visitors via email with check-in details.

2) Guest Arrival

Guests check in using a kiosk, tablet, or mobile device.

3) Host Notification

The host receives a real-time alert about the visitor's

4) Badge Printing/Access

A badge is printed, or digital access is granted.

5) Check-Out

Visitors check out when leaving, updating occupancy logs.

Leading VMS providers
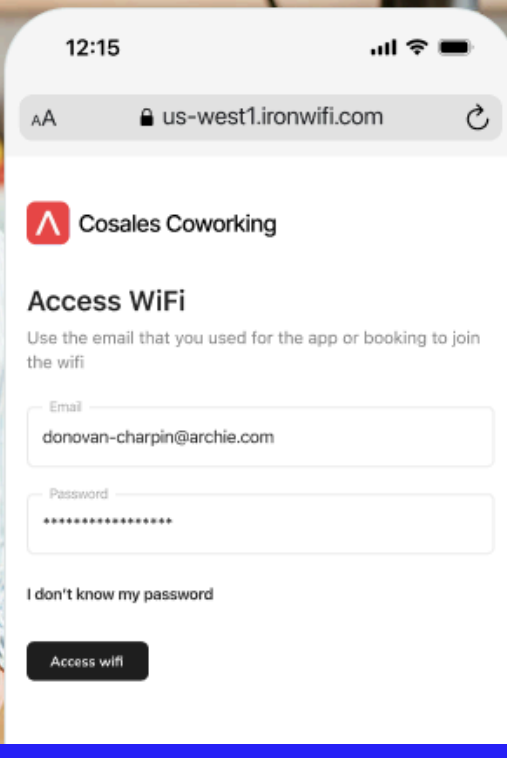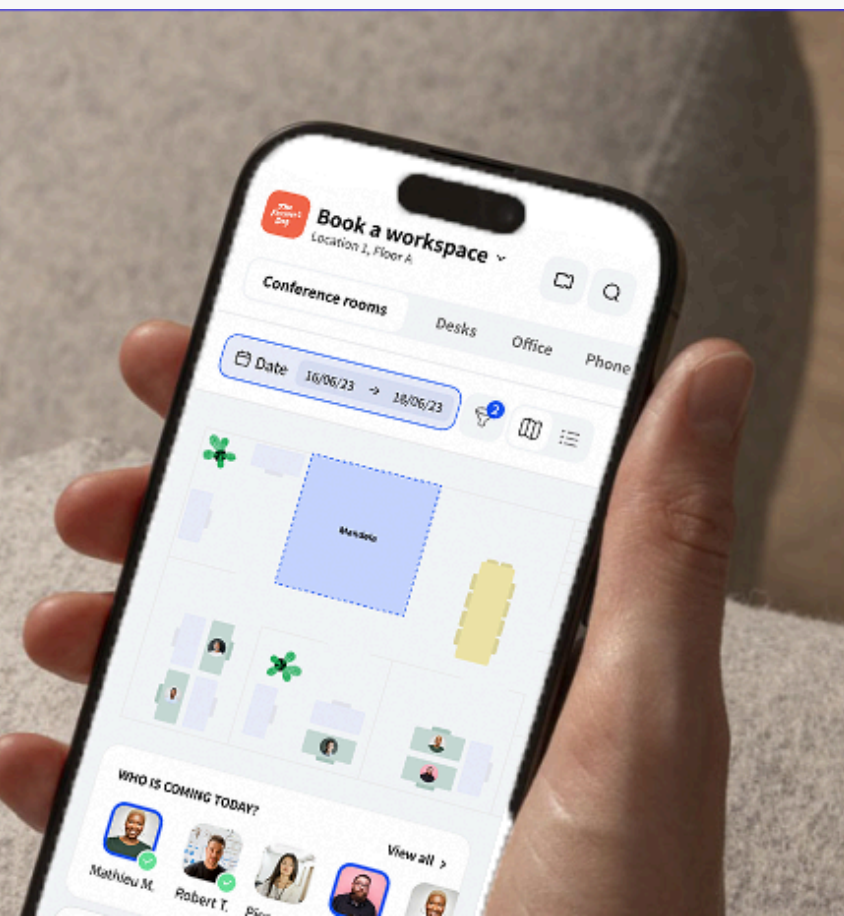
Envoy

Archie

LOBBYTRACK

ilobby

swipedon

Robin

This shortlist is based on multiple sources, including: G2, SaaSWorthy, FlexOS, and Capterra

Choosing the Right VMS

How can businesses pick the right solution for their needs?

Scalability:
- Can the system handle your future growth?
- Suitable for small offices and large enterprises alike?

Integrations:
- Does it work with your existing tools (access control, calendar apps, WiFi networks, etc.)?

Security and Compliance:
- Does it meet industry regulations (GDPR, HIPAA)?
- How is visitor data stored and protected?

Choosing the Right VMS

How can businesses pick the right solution for their needs?

Cost and Value:

- Is pricing flexible to match your budget?
- Are important features gated to higher tiers and add-ons?

User Experience:

- Is the interface intuitive for both staff and visitors?
- Can it be customized to fit your brand and workflows?

User ratings:

- How does the solution perform on user review platforms like G2, Capterra or TrustRadius?
- What do users like/dislike the most?

Archie

This starter guide is brought to you by Archie, a complete solution to manage office spaces that includes room and desk booking, visitor management and coworking software.

You can find more advanced content about visitor management at archieapp.co/blog

Or you can learn more about our solution here:

archieapp.co/visitor-management-system