

VAMS® Hi-Secure

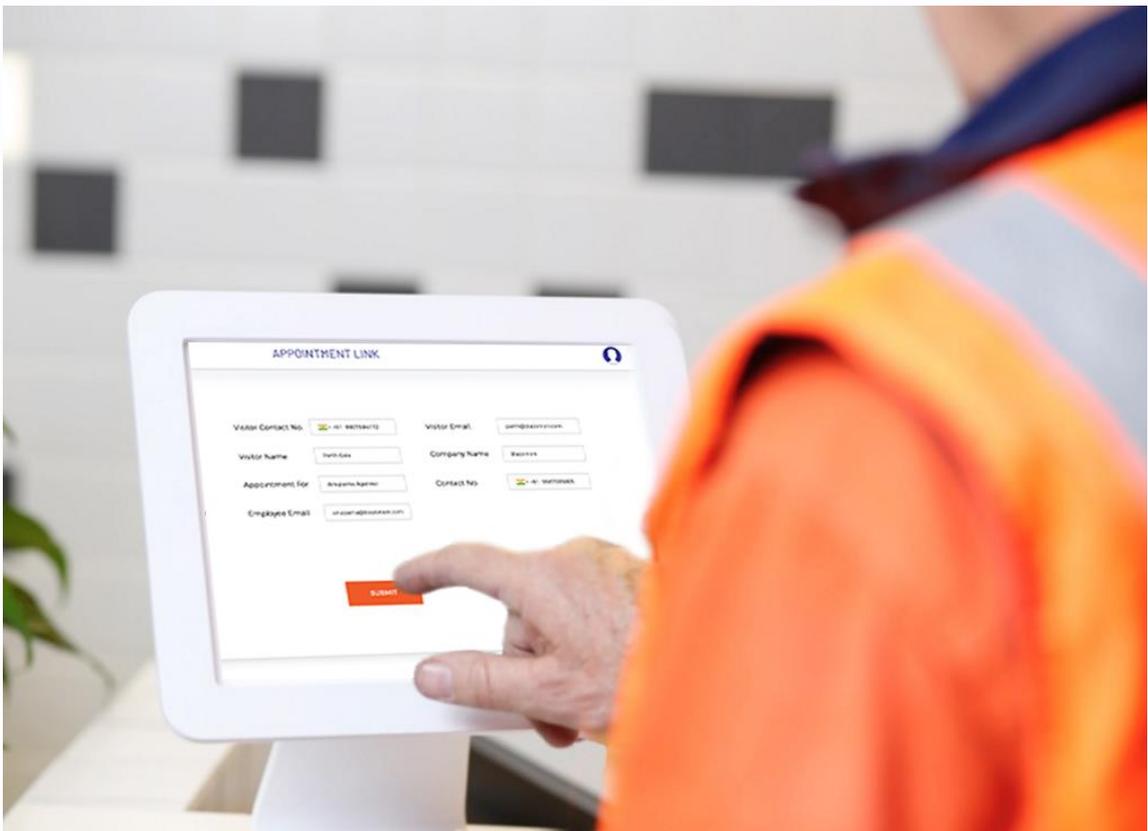
Case Study

Diamond Bourse



Introduction

This is a case study about a Diamond Bourse in Mumbai, which covers 2 million square feet area. The bourse encompasses 2,500 tenants, 80,000 employees and an average of 5,000 visitors daily. With a footfall of such magnitude, it is crucial to have an efficient visitor management system in place. The installation of the VAMS® Hi-Secure product offered an assured, coherent and compliant visitor management system which enhanced the security of the bourse.



Challenges

The former process used for visitor management was expensive and vulnerable.

01

Manual Token Generation

With an inefficient visitor management system in place, earlier manual tokens were generated for every visitor. This tedious process involved the host generating a token number for each visitor which was orally provided to them. Upon arrival, the visitors needed to present a physical ID as it served as the only validation for the visitor. This increased the possibility of the visitors entering with a fake ID. After confirming the visitor's identity, the security personnel also manually noted their details. Lastly, the visitor was provided with a physical printed pass and then permitted into the complex. Walk-in visitors were allowed on-the-spot entry after the host had called and authorized their visit.

03

Lengthy Queues

Each visitor spent around 5 to 7 minutes to enter while using the Manual Token Generation system. With approximately 3,000 to 5,000 visitors entering the premise on a daily basis, a total of 15,000 to 35,000 minutes would be spent on visitor management everyday. Such an extensive process for a single visitor's entry was bound to be problematic primarily during the rush hours, making the visitors wait for up to 15 minutes in the queue.

02

Ineffective Blacklisting

Being a diamond bourse, it was essential for them to stay clear of rogue entities. Blacklisting of visitors ensures that no merchant is deceived by an imposter or a person with a proven bad record. The earlier system established, involved a manual blacklisting procedure. With this, the blacklist could be spoofed easily posing a major menace to the complex's security. For instance, a visitor named Jon Doe was blacklisted however, he escaped the blacklist by getting an ID with the name of Jon M Doe. Authentication of the visitor was done solely on the basis of an ID which wasn't fool-proof. Since getting a different ID with minor changes is facile, the visitor could escape the blacklist easily.

04

Re-entry of Data

The Manual Token-Generation system required the security guards to enter the details of each visitor. This had to be performed every time a visitor came in, regardless of having done this earlier. With no system in place for retrieving the data for a returning visitor they had to resubmit the data on every visit.

Date	Badge #	Time In	Name of Visitor	Company	Person / Department Visiting	Time Out
7/17	A6492	8:45 ^{AM} _{PM}	ADAM YOUNG	GRB & CO.	MIKE/MARKETING	12:30 ^{AM} _{PM}
7/17	A6493	9:05 ^{AM} _{PM}	SAMANTHA LOGAN	CIB	PAT/ACCOUNTING	1:15 ^{AM} _{PM}
7/17	A6494	9:05 ^{AM} _{PM}	ERICA MARTINEZ	CIB	PAT/ACCOUNTING	1:15 ^{AM} _{PM}
7/17	A6495	9:07 ^{AM} _{PM}	JACOB SUAREZ	P&P	BILLY/PRODUCTION	10:30 ^{AM} _{PM}
7/17	A6496	10:12 ^{AM} _{PM}	ANNIE ROBINS	ALAN & MARK LLC	PAUL/MANUFACTURING	4:30 ^{AM} _{PM}
		^{AM} _{PM}				^{AM} _{PM}
		^{AM} _{PM}				^{AM} _{PM}
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05

Flawed Visitor Validation

Validation entails showing proof that substantiates your identity. The prior system ensured that each visitor was validated as their identity was checked against an ID hence proving that the visitor was the person who they claimed to be. However, visitor authentication wasn't achieved successfully. Authentication involves checking an individual's unique features that cannot be easily duplicated by any other person. Not authenticating the visitors poses a major threat to the security of the complex as people can come in as imposters.

07

Effort of Security

With the number of visitors increasing, the cumulative cost of printing had become a burden to the diamond bourse. Additionally, several security guards were needed at each gate, hence the cost devoted to manpower was very high.

06

Visitor Traffic Management

Tracking the visitors on premise served to be a highly challenging task while the manual system was used. The administration department was unable to remotely access the details of the whereabouts of each visitor. Additionally, it was difficult to track the number of visitors entering and how many are on the premise in real-time.

08

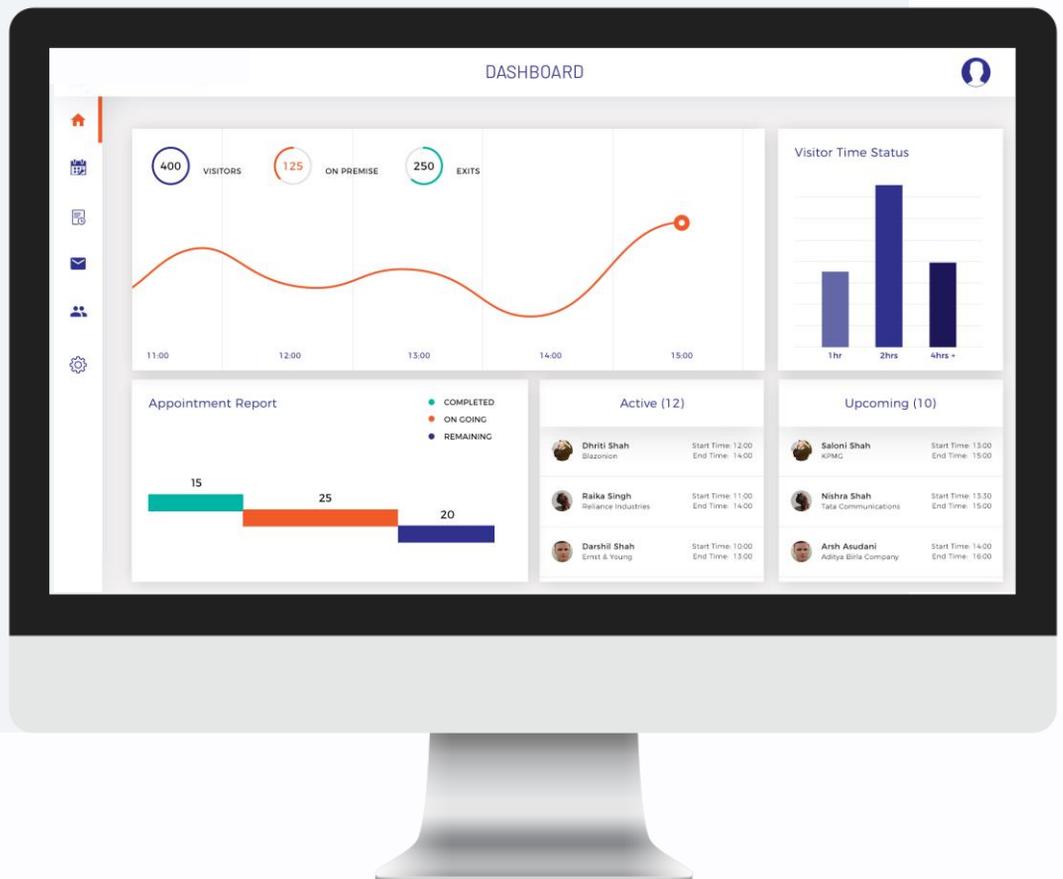
Costs

With the earlier system, it was necessary that several guarding personnel were present on the gates. This certified that the visitor entry process was completed quickly. The process of entry required the security personnel to write all the details of each visitor. Thus creating a tiring and effortful system that demanded change.

Solution

VAMS® Hi-Secure Product

Keeping in mind, the applications for stock exchanges, airports, government facilities, ports, defense organizations, courts and power plants the VAMS® Hi-Secure product is built mainly for complexes with high security needs and high foot-fall.



Member Application

The member application is available on the web, tablet and mobile (iOS and Android) which offers:



Dashboard

Showcasing snippets of imperative data and metrics at a glance.



Appointment Approval

The members can approve requests by visitors for an appointment.



Status of Appointment

This feature allows the member to check the status of their appointment such as the time and other details.



Appointment History

With this feature, members can keep track of all their appointments. This serves to be useful as it provides easy access to their appointment history.



Adding Favourites

Using this, members can save all details of the visitor they meet frequently which reduces the time taken to create an appointment.



Flexibility to Terminate Multiday Appointment

Visitors are permitted to cease their multiday appointment any time during the period.



Visit Limitations

The feature allows the admin to restrict the number of times a particular visitor can come to the premise during a specific period of time.



Multilingualism

The application is offered in three different languages: English, Hindi and Gujarati.

Visitor Application

The visitor application is available on the web, tablet and mobile (iOS and Android), which offers:



Arrangement of Meetings

To submit a request for an appointment, visitors are required to fill a form providing the tenant's exact details such as their name and office number. These need to be entered by the visitor and are not provided as options in a dropdown box. This maximizes the security of the complex as it ensures that the visitor is genuine.



Confirm E-mail & SMS

After the approval of the appointment with a tenant, visitors receive an e-mail and SMS confirmation including the details of the meeting. These additionally mention the gates the visitors could use for entry and provide them with a QR code which has a specific validity time based on the appointment. This code is scanned upon arrival at the complex after which, the visitor is allowed entry.



Customized Messages

Visitors are provided with an optimized message informing them about the closest gate they can use for entry/exit based on the location of the tenant they are meeting with..



Adding Favourites

This attribute allows visitors to save the details of the members they meet frequently which reduces the time taken to request an appointment as all the details of the tenants are saved.



Appointment History

With this feature, visitors can keep track of all their appointments. This is beneficial as it provides easy access to their appointment history.



Parking Requests

Visitors can send this request through the application. These requests need to be approved by the administration staff. Upon approval, visitors receive an e-mail confirmation regarding their request which includes the parking cost.



Multilingualism

The application is offered in three different languages: English, Hindi and Gujarati.

Website Features for Members

The website application offers additional features that include:

01

VIP Visitor Entry Request.

This permits seamless entry to VIP visitors as they only have to scan the QR code they have received by the member.

02

Restricting Visitor Exit

This allows members to prevent a visitor from leaving the premise by generating an alert which is sent to the guards at the gates.

03

Blacklisting Request

Members can send a request to blacklist a particular visitor. This needs to be approved by the administration department and the members' committee.

04

Additional Visitors Approval

Members can approve the request for additional visitors for their specific appointments.

05

Creating Group Appointments

This permits tenants to create an appointment with for a group of visitors, from which one member is authenticated. This soothes the process of the group entries and saves their time.

06

Multi-level approval

This feature ensures that requests for VIP entry, blacklisting and de-blacklisting of visitors are approved by multiple levels of authority at the complex and the admin of the application.

The procedure for blacklisting involves the tenant filing a formal complaint against the visitor. This is then reviewed by a committee of members and admins, after which the particular visitor is blacklisted.

Features for the Admin Panel

1. The admin can create tenant and member logins. The tenant login refers to the companies inside the complex and the member login refers to the individual employees.
2. The cumbersome task of assigning different authorities to individuals was bootstrapped and made simple, adding the functionality to import their data from a spread sheet allocating roles their respective roles.
3. The admin has the authorization to limit the frequency of visits allowed to an individual to enter the premise as well as to a particular member.
4. The admin can access live analytics such as the number of visitors on premise



Devices Installed at the gates

- Tablet and desktop based applications at each security gate used for visitor entry.
- Tablet based applications at the vehicle entry gate for visitors with vehicles.
- Bluetooth and wired QR code readers to read the code presented by the visitor.
- Palm and iris scanners that authenticate the visitor by scanning their biometrics.

Technology Implemented

1. QR code readers which are used to read the codes provided to the visitors for each appointment
2. Palm and iris scanners from 3M, SDK Neurotechnology, the world reading providers. These allow the scanning of biometrics for each visitor the first time they come on the premise and then, on every visit to authenticate each visitor.
3. To ensure maximum security and accessibility at all times, the database was partly hosted on premise using My SQL sequel server and partly on cloud by deploying a virtual machine with MS Window server.
4. Hi availability implementation with primary and secondary servers.
5. Dual leased lines

Training

We understand that training is vital to ensure that everyone using the application and hardware is aware of their usage. We trained members, security guards, the complex admin and the complex security admin by providing user manuals, personal training, and on-ground support to ensure an effortless process for the entry, exit and authentication of the visitors along with the making and approval of appointments.



BENEFITS EXPERIENCED

Convenience

- Registration time per visitor has been reduced to 30 seconds from 5 - 7 minutes.
- The manual token-generation system for appointments has changed to a pre-appointment system which is more organized.
- There is 0 waiting time for visitor entry.
- There is a clearer visibility for administration allowing them to find out if a visitor is on or off the premise.
- Digital entry of details of the visitors is quicker than manual entry. Additionally, this is done by the visitors themselves, thus reducing the chances of any errors.
- Seamless VIP visitor entry system is now possible..

Registration Time

5-7 min



30 sec

Repeat Visitor's
Wait Time Reduced



100%



Ultimate
Visitor
Satisfaction

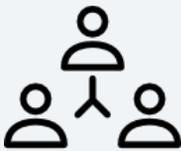


Security

- Personal information of the visitor is highly protected by dual factor, dual admin login.
- There is a smooth process of blocking visitor exit while they are on site. This can be done from the website application by generating an alert.
- The process for blacklisting is more secure and has a multi-level approval process.
- A scenario of no proxy has been achieved due to the use of biometrics to authenticate visitors.
- Biometric scans are foolproof and have increased the level of security.



Secure
Blacklisting



Multi-level
Approvals



On-Ground
Alerts



Biometric
Scans

Cost-Reduction

- There has been a 70% reduction in labour due to the reduced number of guards. With this system in place, guards have been replaced by tablets. Guards are now only needed to monitor the process.
- Physical visitor passes are changed to QR codes on visitors' device. This has helped reduce the burden of the cumulative cost of printing passes.

Labour Costs

↓ 70%

Future plans

1

Material Management

Currently, there is a manual register for any material that comes in for a member. Installing a feature for material management will include an Inward/Outward request form for the members. This will allow them to raise a request for the inward or outward flow of materials which will be verified by the security guards.

2

Block Persistent requests

Members will be allowed to block notifications for requests from visitors. This would allow them to stop getting requests from visitors who are pestering them for several appointments.

3

In-App Notifications

This feature will be built in the application for members and visitors to inform them about any updates. Customized alerts for visitors will also be sent as In-App notifications. For instance, if a specific gate is closed for maintenance, the users will be notified about the same. Additionally, when a meeting is confirmed, the visitor receives a message which notifies them of the gate that is the closest to the host which they could use to enter.

4

Group Favourites

Members will be authorized to form a group of visitors who they meet regularly. This would allow them to save the details which would reduce the time taken to create an appointment.

5

Contractor Module

For contractors, the process of registering and authenticating themselves daily can be a cumbersome task. To avoid this, a pass for contractors will be developed which will allow them to easily log in and log out for a specific time period without having them to repeat the visitor process daily.

In Conclusion

VAMS® Hi-Secure upgraded the security of the premise by providing a highly secure, cost-efficient and agreeable visitor management system.

V-Authenticate is a leading provider of Visitor Management Systems. Pioneering the Visitor Authentication process, V-Authenticate offers specialized solutions for Corporates, Commercial Buildings & Complexes, Residential Buildings and Townships. Used by a number of Fortune 500 companies, leading Commercial Projects & flagship Residential Properties, VAMS® (Visitor Authentication & Management System) is used at 1000+ locations in 13 countries.

For more information please visit www.vamsglobal.com.

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