Symmetry™ GUEST
VISITOR MANAGEMENT

Symmetry GUEST Visitor Management brings a whole new approach to Visitor Management, taking advantage of the latest advances in technology for visitor management using smartphones, email and tablets to create a better visitor experience.

In today’s fast moving world, most organizations’ focus is on improved customer service and cost reduction. AMAG’s Symmetry GUEST Visitor Management addresses these challenges by speeding up the flow of visitors through reception areas and improving customer service, at the same time reducing the number of reception staff required to process contractors and visitors.

Most traditional visitor management systems are tied to dedicated workstations, with lots of peripheral equipment, GUEST turns that round by introducing a web based system which can run on any tablet, any smart phone or PC using any web browser. The system then conveniently pushes out a visitor pass, airline style with QR code or Barcode, using the visitors smart phone, allowing visitors to be identified quickly and conveniently by the system direct from their phone or their self printed “boarding card.”

Symmetry GUEST’s cloud based architecture means it is easy to purchase and easy to setup, incurring only a simple monthly charge per user location. GUEST is ideal for visitors, contractors, visiting employees or anyone you want to give the GUEST treatment.

Employees are encouraged to pre-book visitors either within the Symmetry GUEST software or direct from their email software. This will send an email to the visitor which can contain a map, travel instructions, and any arrival instructions which will reduce the inevitable stress of arriving at a new location for the first time. Visitors can check-in, either in the conventional way by talking to a receptionist or using a touch screen monitor or their smart phone.

Symmetry GUEST offers scalable software for a complete solution to improve customer service for your visitors as well as reducing risks and costs. Companies can be confident that policy based security rules and watch lists for banned visitors are automatically checked by the software before access is granted. Multiple visit types and badge designs are readily available and most standard badge printers are supported. Visit approval workflows enhance security and are easily accessible by the area owner granting privileges. Dashboards for employees showing current and future visitors are easy to see and understand with simple export capabilities of the visitor details to any spreadsheet. Upper level reporting and analytics are available for compliance and audit needs.
Advanced, scalable Visitor Management System
Improves visitor experience with faster, safer processing
Web client software compatible with the latest browsers
Supports any computing device with browser and internet
Full functionality on tablet and smart phone devices
Simple setup, configuration and training
Subscription based pricing model per reception employee
Cloud based software ensures software is always up to date with the latest features
Minimal requirement for installation and additional equipment
Suitable for visitors, contractors and visiting employees
Visitor pre-booking available to all employees
Integrates to Outlook and Google mail systems
Reduces queue in reception area
Reduces required number of receptionists
Visit approval workflows
On-line record of all previous visits
Retains visitors photo with configurable expiration date
User defined fields for any data collection
Confirmation email to visitor with optional map and instructions

Ability to provide and confirm receipt of health and safety instructions or non-disclosure agreement (NDA)
Airline style check-in using QR code or Barcode
Supports USB or tablet webcams for photo capture
Touch-screen self-registration capability
Assisted self-check-in integrates with reception software
Fast user operation by touch screen or mouse
Scales to unlimited buildings and visitors
Multi-tenant building capabilities
Reminder email sent to host before visit
Automatic email to host when visitor arrives
Watch lists of banned visitors checked at time of booking and arrival
Supports standard visitor badge printers
Custom badge design capability
Supports drivers license and passport scanners
Multiple visit types available
Policy based rules on configuration options by building or visitor type
Optionally integrates with AMAG Symmetry software
Dashboards for employees showing future booked visitors
Management analytics and reports including threshold limits
Simple import of employee details using spreadsheets