

From Paper Logs to Fully Automated Visitor Management

When moving to a new headquarters, the client sought a streamlined visitor system without front desk staff. Working with technology partner Sharry, Everon implemented a customizable, app-free solution designed to enhance security and guest experience.



* - Generic Sharry product visuals due to non-disclosure agreement.

Challenge

Visitor management systems can be an important component of a comprehensive security program and may help organizations manage facility access and visitor tracking as part of their overall security strategy. They also play an important role in delivering a seamless visitor experience and optimizing front desk operations by streamlining check-ins and reducing administrative burdens. Many organizations have visitor management procedures in place that require a receptionist or other employee to keep written logs or manually check in visitors, which takes time and resources away from the day-to-day business. Implementing visitor management systems can be a major task for organizations – and finding a solution that can integrate with existing systems is vital.

Visitor management systems allow a business to centralize and automate their visitor-related processes including pre-registering guests, providing QR code or mobile credentials for building access and check-in, and notifying hosts automatically when guests arrive.

Everon was approached by a long-standing customer in the professional lawn care industry, with over 10,000 employees in locations across North America, to upgrade their visitor management system. The customer relocated to new headquarters and sought to upgrade from written logs to a more efficient means of keeping track of appointments.

Solution

Everon worked closely with Sharry, a cloud-based smart access and workplace experience platform that provides workplace managers and security teams with reliable, easy-to-deploy access control solutions.

Sharry offers a highly customizable visitor management solution that can be tailored to each client's specific requirements. In this case, the client was looking for a way to ensure an automated yet secure operation of their new reception area without the need for on-site front desk staff.

The customer was clear in their request that they did not want visitors to download an extra app to check in to the facility, so Sharry provided software that the customer could use on their existing compatible hardware such as iPad tablets – eliminating the need for large purchases of additional hardware.

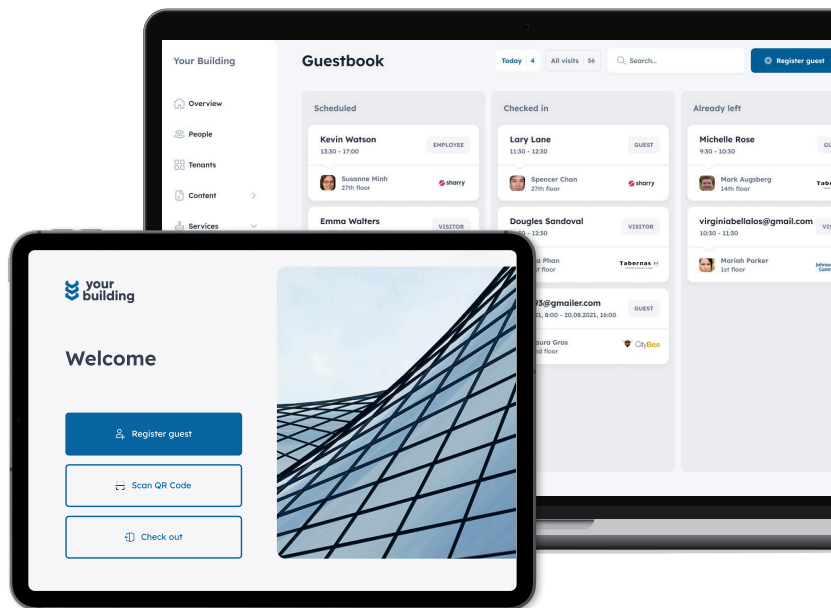
The Sharry system is designed to provide visitors with an efficient check-in process. Once an appointment is confirmed, the host can send a standard calendar invitation via Outlook, while the Sharry system automatically issues a guest pass email to the visitor. This email includes meeting details, directions to the facility, and a QR code that serves as a temporary access credential. Upon arrival in the lobby, the visitor can use the QR code to unlock the doors, as the system is fully integrated with the customer's existing Brivo access control infrastructure. The host is then notified in real time that their guest has arrived.

For walk-in guests without prior registration, a self-service kiosk app on a tablet at the reception is available for a smooth check-in. The system automatically verifies each guest against a do-not-admit list and simultaneously notifies the host that a visitor has arrived to see them. The host is then responsible for escorting the guest from the lobby.

While not utilized in this particular deployment, Sharry's robust visitor management system offers a wide array of additional features for consideration, such as automated parking reservations for guests, visitor ID scanning, or the management of visitor agreements.

Since Sharry visitor management is delivered as a white-labeled solution, it fully incorporates the customer's brand identity across various outputs and touchpoints. Guest pass emails are not sent under the Sharry name but are instead issued on behalf of the client, reinforcing brand consistency. Similarly, the kiosk app reflects the client's branding, contributing to a cohesive and professional visitor experience from the moment a guest is invited to a meeting.

The delivered solution also includes the Insights analytics tool, offering a clear view of visitor flow by identifying peak days and times and forecasting visits for the coming times. It can automatically generate and send data reports to support management decisions.



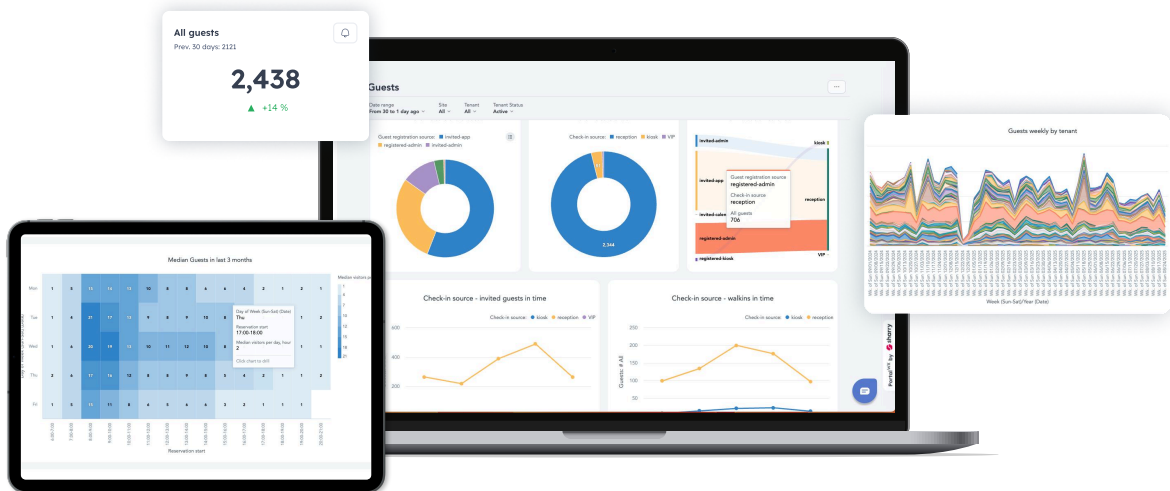
Results

This project was unique – the customer had already worked with Everon in implementing a separate access control system, Brivo, before the inclusion and integration of the Sharry system. Support from both the Brivo and Sharry teams were excellent, working closely with Everon technicians to ensure that the integration process went smoothly.



“The Sharry team were ready to jump in and help at any time to provide a seamless experience. Considering that the customer had not worked with the technology of this kind before, it was important that both teams were hands on every step of the way.”

Richard Kensky
Project Manager at Everon



“Although this was not a typical use case for our integrated visitor management system, the project confirmed the flexibility and robustness of our system to adapt to the evolving needs of enterprise clients and office buildings. Thanks to smooth cooperation with Everon and their hands-on approach as a trusted partner for the client, the implementation of the integrated solution—from kickoff to full deployment—was completed in just three weeks.”

Michal Čeřovský
COO and co-founder at Sharry

The implemented visitor management solution demonstrated strong capabilities in deployment speed, cost management, and access control features, while supporting the client’s security, efficiency, and compliance objectives. Modern access control technology has never been more convenient.