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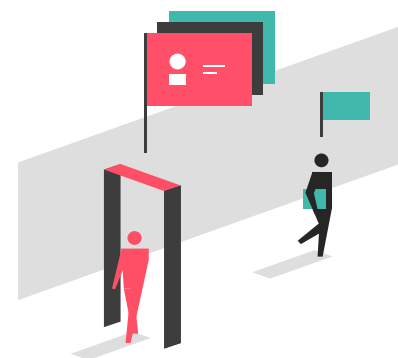
## Creating a professional experience with a consistent security approach.

As the leading network of providers serving children with autism and other special needs, LEARN Behavioral delivers over 1.5 million hours of services annually through the dedication of over 4,000 professionals across 15 states.

LEARN Behavioral wanted a better experience for the more than 5,000 families and children they support across the United States.

To elevate the experience their clients receive upon arrival, LEARN moved their check-in system to the Traction Guest platform. This move created the exceptional guest experience they desired while ensuring they collected information to satisfy their medical insurance compliance requirements.

“More of our providers were asking for validation to confirm that our clients came into the location,” said Russell Lum, Vice President of Technology at LEARN. “We also wanted a better experience for customers coming into our locations so that it’s a more professional experience. We’re now scanning them into our locations with technology as opposed to writing down names and times on pieces of paper.”



## Creating consistency for medical insurance compliance.

Medical insurance can cover many of the services LEARN offers but some insurers require information showing the time a client came into one of the LEARN facilities and the exact time they left.

Previously, customers had their information processed through a spreadsheet system, which LEARN would then send to providers as required. However, this manual method of getting the master sheet filled out was very relaxed and not

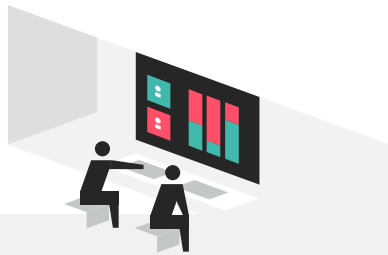
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— Russell Lum, Vice President of Technology



consistent across their wide network of locations, which is why Lum and LEARN turned to the Traction Guest platform.

“We needed a secure solution that would scale across our entire network, creating consistency in how visitors are welcomed and documented,” said Lum. “From a process standpoint, it’s a lot easier to have data accessible in a web-based platform that we can pull the information out of fairly quickly, as opposed to trying to find pieces of paper and spreadsheets that someone has stored somewhere.”



## Making the consistent experience cleaner, safer, and better.

Lum’s second priority was to create a better experience for the customers, including a professional sign-in and -out system that was hands-free. Due to the COVID-19 pandemic, parents needed to stay in their vehicles when

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While not all insurance providers were asking for customer information for fee reimbursement, Lum knew that this is where insurance companies were moving. A platform like Traction Guest was a way for LEARN to get ahead of the curve before other providers started requesting that information.



dropping children off at the facility. Using the Traction Guest solution, staff would complete a health questionnaire on one device, a QR code would be provided to the client, and then staff could scan in children on the iPad kiosk – all without the need to share devices and risk cross contamination.

Checking in and out through one system made for a cleaner experience and made it simple to get customers moving in and out of each location, collecting the correct data in the process.

“It’s a much more fluid process, and now, more critically, it’s a much safer process,” said Lum. “Parents aren’t touching the device, so you don’t have to worry about wiping anything down. Each staff member is assigned their own device, and they don’t have to worry about writing things down. It’s now a much more consistent, cleaner process and definitely an improvement.”



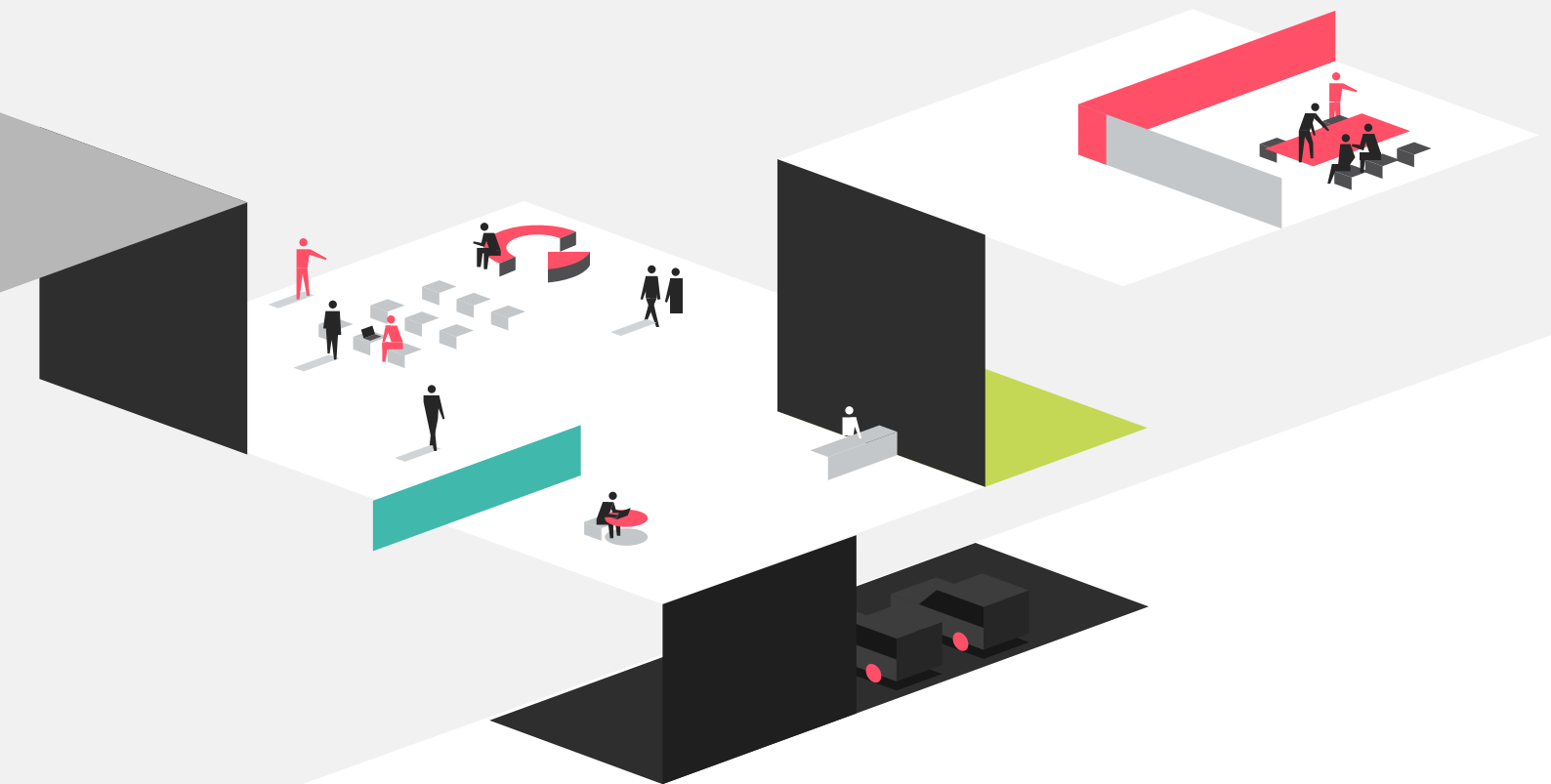
## Consistency across multiple sites – standardizing the visitor experience.

Since the initial deployment, LEARN is expanding to 30 more locations this year before expanding to all their locations across the country.

Each center will have a standardized and professional way of welcoming customers to their location. With this improved visitor experience, Lum hopes it will make their current customers happier and more likely to recommend them to future customers.

With Traction Guest, collecting the valuable data to submit to insurance providers to meet their compliance needs is a consistent part of that experience. The platform is making it easier for staff to find the information they need and send it to the right provider.

“We want everyone to have the same sign-in approach and experience,” said Lum. “Traction Guest has come up with a solution to solve our operational needs, creating the professional experience we wanted. In addition, the support from Traction Guest has been great. I’m very pleased with the management and how everything’s working.”





# About Traction Guest.

Traction Guest ensures safety and security for employees, contractors, and essential visitors – wherever they work - through our Workforce Security Platform. The platform provides the most advanced enterprise visitor management system (VMS), health and safety controls, critical outreach and alerting, as well as analytics and auditing functionality.

Traction Guest facilitates multi-layered screening and approvals so that security processes can be finely tuned for unlimited locations, types of workplaces, and roles. It's a robust solution to support duty of care requirements and keep people safe in a rapidly changing environment.

- Centrally manage multi-location customizations
- Support employees and non-employees in a hybrid environment
- Standardize and codify compliance requirements
- Solve complex security and safety problems

Global brands across five continents and dozens of industries trust Traction Guest's highly customizable platform to mitigate risk and deliver unparalleled security through an intuitive, touchless, highly branded experience that supports compliance, employee engagement, and duty of care requirements.

