Sign In Enterprise

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During the COVID-19 pandemic, the UK halted most recreational activities. But as things moved into the new-normal, the British and Irish Lions returned to match play at BT Murrayfield Stadium, the largest stadium in Scotland with a capacity of over 67,000.

This meant the Scottish Rugby Union, the second oldest rugby union in the world dating back to 1873, had to prepare the stadium - which, for the team in charge of preparations, meant much more than just addressing the physical building.

Electricians were coming in to install cables, contractors were set to build marquees and rebrand the stadium for television, and stadium staff were scheduled to return in larger numbers than pre-COVID.

"We went from managing maybe 15 to 20 people a day to about 400 a day," said Alan Paris, Senior IT Manager for the Scottish Rugby Union. "We ran the full gamut of contractors. If we needed them, we probably had them on site."

In the past, contractors with a long-term relationship with the organization and stadium did not have to specify individuals attending the stadium.

Staff would have notified the gatehouse that a contractor was coming, and those contractors would be given access to do their work.

"The tracking of exactly who was in and who had left the stadium was a manual process" said Paris. The manual process meant the security team wouldn't have easy visibility as to who was still in the stadium when it was time to close down for the night.

With security being of greater importance at sporting facilities, especially after the 2017 bombing at the Manchester Arena and more recent events surrounding the COVID-19 pandemic, the Scottish Rugby Union needed greater insight into who was coming in and out of their facilities.

Scotish Rugby Union tries workforce security platform to evolve security

Ensuring security was the driving force behind the Scottish Rugby Union's decision to deploy Sign In Enterprise's workforce security platform at BT Murrayfield Stadium and their head office. For Paris, the security team wanted to get greater overall control of the security at the stadium. That meant more insight into the people coming in.

> " If you're not invited, or the gatehouse wasn't told you were coming, you're not getting in the stadium, it has streamlined the entire process. "

Alan Paris, Senior IT Manager

Daily, at 4 p.m., visitors scheduled to come on-site the following day are uploaded into the Sign In Enterprise platform. Those contractors receive a registration link with a health screening questionnaire. Once completed, the contractor receives a QR code, which they use at the gatehouse to scan in, making it a touchless entry system for contractors and staff.

Getting in front of the security curve

Prior to the return of large sporting events across the United Kingdom, the independent inquiry into the Manchester Arena attack was released. This report, which outlined security risks at large-scale sporting and concert events, heightened the security concerns for the Scottish Rugby Union and BT Murrayfield staff.

Those security concerns were another reason why Paris, Senior IT Manager, and the Scottish Rugby Union wanted to deploy a system that would offer greater security measures for anyone entering the stadium. It was important for them to be in front of new security measures that would be highlighted in the inquiry that other major stadiums and arenas across the United Kingdom would be trying to find solutions to. Sign In Enterprise offered a chance to get in front of those security concerns before they became mandatory.

"BT Murrayfield was always a fairly secure site, and to a certain extent, because we are a rugby venue, it would be a little more relaxed than perhaps a football venue or concert venue," said Paris. "After the study, all big events in the United Kingdom have been a lot more security conscious."

By Increasing visibility, Rugby Union increases security

The Scottish Rugby Union has seen wide adoption from the contractors coming on-site to do work. Paris said over 80% of contractors comply with the new system and fully understand the security reasons for deploying Sign In Enterprise.
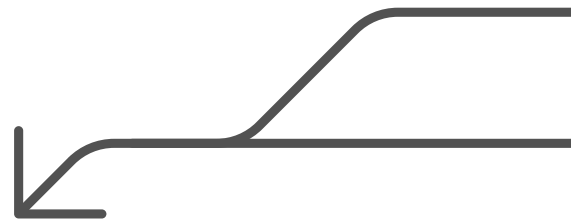
Regardless of their long-term history with the stadium or Rugby Union, contractors coming to the stadium must now register through the Sign In Enterprise platform and scan in with their QR code. Some contractors have been refused entry for not following the new protocol, and Paris feels that the remaining 20% of contractors will comply with the new system quickly.

From a security standpoint, there is greater visibility into the contractors inside the stadium, giving the BT Murrayfield security team an actual log of who is on-site in case they need to track them down.

"Our security manager is absolutely delighted with Sign In Enterprise," said Paris. "He knows who is actually coming into the stadium on any given day. Now, security can manage it properly. When it comes 5 p.m., and everybody should be off-site, he knows if there are still people in the building, and they can go look for them and escort them out to ensure the site is closed properly."

Summary

The Scottish Rugby Union was able to welcome back fans to BT Murrayfield for the return of rugby to Scotland. The new streamlined process for contractors and staff enhanced the stadium's security measures, provided a greater insight to the security team into who was coming into their facility and got them in front of the security curve for large sporting events in the United Kingdom.

Sign In Enterprise

Secure your organization's facilities (and future) with Sign In Enterprise

Sign In Enterprise is a leader in enterprise visitor management and we empower businesses across five continents and dozens of industries to make on-site experiences for both staff and visitors safe, secure, and effortless.

To learn more about how you can support a hybrid work model with our visitor management solutions or space booking integrations, contact us today.

Key benefits & outcomes

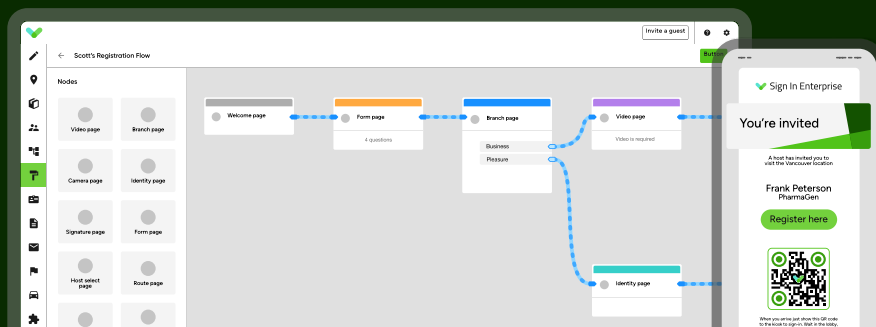**A fully integrated solution that requires little to no work or maintenance**

Employees spend less time booking and planning meetings

The front desk always know who's in the building (and who's showing up tomorrow)

Signing NDAs, GDPR documents or providing answers to health questions becomes part of the visitor process

Ready to upgrade your visitor experience?

Book a demo