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Sign In Enteprise
Visitor management

North America

Enterprise

Sign In Enterprise

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When the COVID-19 pandemic hit in March 2020, thousands of companies were forced to shutter operations. Veeco, a global capital equipment supplier that designs and manufactures processing systems, such as semiconductors, photonics, power devices, was shut down for only a single day.

But then, one day later, they got right back to work, busier than ever, trying to meet the global demand for 5G processors.

Veeco could return to work quickly because new health screening questions were inserted into their visitor sign-in process. Any visitor, contractor, or vendor coming into any of Veeco's five facilities across the country had to answer COVID-19 related questions. Answers of concern would trigger an alert to Roger Stewart, facility engineer with Veeco, or a designated host and the visitor would be asked to leave the building and return at a different time.

If a visitor was approved to enter the building, a background check was then conducted using an integrated 3rd party watchlist, Visual Compliance.

Veeco was able to return to normal operations so quickly because they moved their sign-in experience to Sign In Enterprise's Workforce Security Platform. Using the flexible, low-code tools, they built in layers of customized experiences based on the type of person coming to their facility. That was something they were not able to do with their previous system.

"We used a different system, and it was just too much to do, too many integrations, too many things kept going wrong," said Stewart. "But the biggest thing was the customer support. It was just very hard to get somebody on the phone and then try to walk through the system to reset it. To work out issues was not easy. It was breaking down a lot."
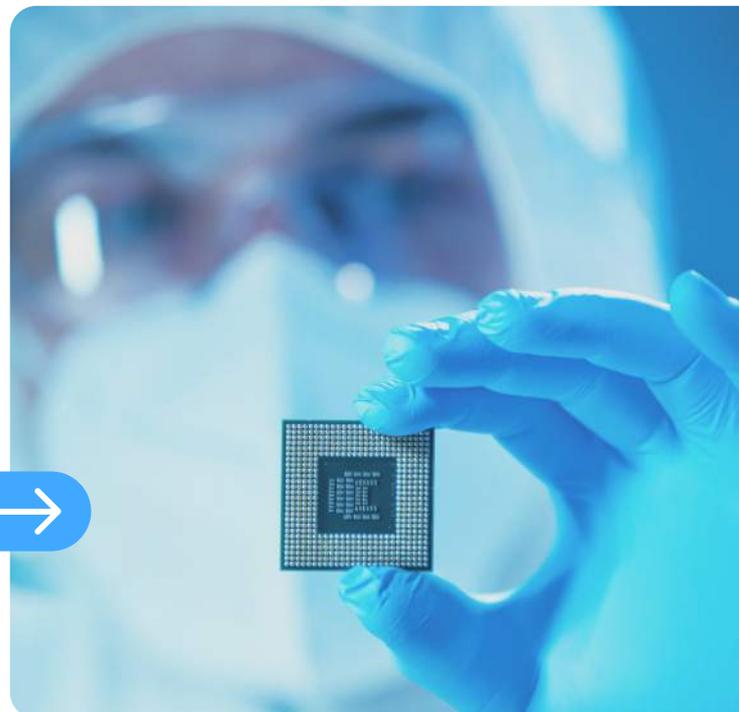
A custom experience for each type of visitor

Veeco made the switch to Sign In Enterprise in large part because of the ease of use the platform brought to visitor management, enabling Stewart to make adjustments to his visitor experiences quickly, without needing to phone in for technical support.

Visitors completed a sign-in experience answering questions about themselves and who they are, such as a contractor, a Veeco employee, and even job applicants. Based on their profile, the system provides an experience path each visitor will travel down. Veeco also takes photos of the visitors, scans IDs, and has visitors select the host who receives an email or text message alert that a visitor had arrived for them.

Stewart had even customized the system to send the visitor a welcome email, which included the Wifi password for the building, and informed them that their host would meet them shortly.

> Anybody who is coming into our facility has to sign in. It is a pretty extensive experience. We have created a lot of different pathways, and those pathways are very unique.

Roger Stewart, facility engineer at Veeco

"I could not set up any of this previously, and certainly not on my own; I had to go through the other company and get them to set up the experience." said Stewart.

Managing a pandemic response

When the COVID-19 pandemic hit, Stewart was able to insert health screening questions directly into each path a visitor would take upon sign-in. Using Sign In Enterprise's SecureFlow system to design visitor experiences, he was able to keep each facility safe and secure, comply with local (and changing) regulations, and support the company's operations as they remained busy manufacturing essential products.

"Whenever we need to make a change, I can just change it myself," said Stewart. "If the company thinks the experience is too much or too little, we can make changes. For COVID-19 health questionnaires, it was very helpful, as we added some questions to the experience, and it made it easy and effective for everybody."

Stewart was also able to build custom experiences for each of his five locations without being on-site at those locations, adding state-required forms and evacuation information for specific sites from his central location. From this central cloud-based dashboard, he could see who signed in to each location and how many times an individual had signed in and out.

Staying compliant with Visual Compliance integration

Stewart and his team built background screening into their experiences as well through the Visual Compliance integration. Veeco had to meet the Department of Transportation's requirements due to the chemistry and chemicals on their sites.

Through Visual Compliance, visitors were scanned against the Export Related, Restricted, Denied, and Blocked Persons list, the Sanction Programsrelated Blocked Persons lists, and the International Terrorist, Block Person, and Entity list.

Visitors scanned their IDs into the Sign In Enterprise platform, which instantly checked their information and other data they entered, against those various lists through the Visual Compliance integration. If a match was returned, an alert was sent to Stewart or other hosts, and the visitor would be denied access to the facility.

"If any of the data matches anything on one of those lists, it will cause an alert," said Stewart.

Summary

With Sign In Enterprise, Veeco built custom experiences that kept their employees safe throughout the COVID-19 pandemic. In addition, the platform automated their ability to maintain compliance standards by performing background checks through the Visual Compliance integration.

"Customization is the key benefit of this system for us," said Stewart. "You can tailor it as your needs evolve to whatever your needs are."

Sign In Enterprise's Workforce Security Platform replaced Veeco's out-of-date system with a powerful low-code option, providing Stewart with complete control over the visitor experience for each type of visitor across any of their five locations, all from one central location.

With Sign In Enterprise, Stewart added compliance screening to the visitor workflow making it just another part of the visitor experience.
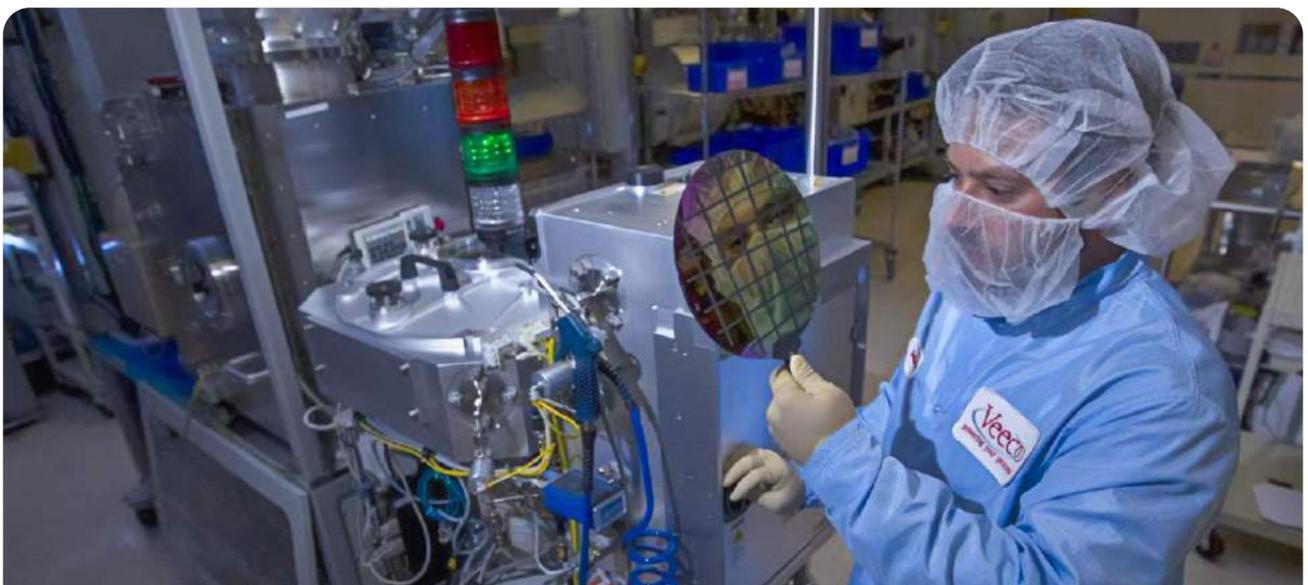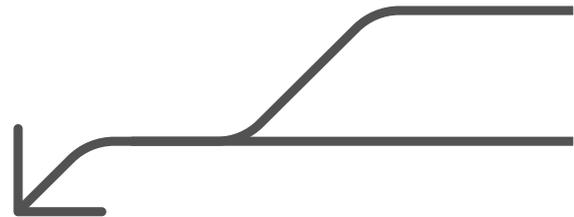
Sign In Enterprise

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
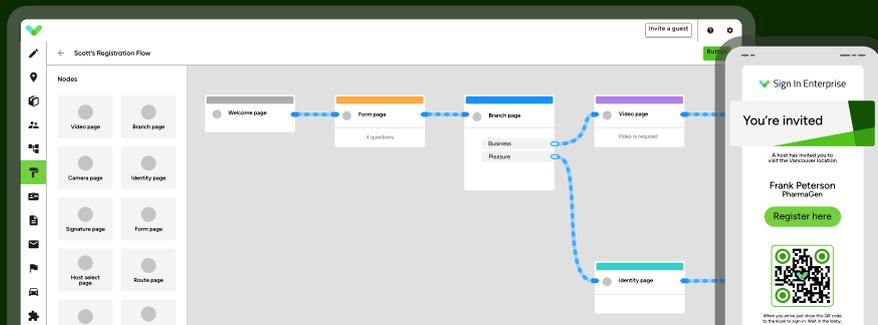
Ready to upgrade your visitor experience?

Book a demo