



CASE STUDY

BH Aircraft Tracks Visitors, Maintains Quality Management Certification, Saves Money with LobbyGuard[®] Visitor Management

BH Aircraft Company, located in Ronkonkoma, NY, on Long Island, 50 miles east of Manhattan, is a leading fabricator of precision aircraft and aerospace components.

- More than 80 years of aircraft component manufacturing experience
- Monitor and track approximately 100 visitors weekly
- LobbyGuard large kiosk unit

CHALLENGE

As a supplier to larger manufacturers in the aircraft and aerospace industry, BH Aircraft Company is required to maintain certification to the AS9100 quality management standards set by the International Aerospace Quality Group. One major element in maintaining that certification is the need to identify, track, and keep comprehensive records regarding every visitor who enters its manufacturing facility. “Part of the reason I was hired,” says BH Aircraft’s Director of Human Resources Richard Marshall-Komst, “was to modernize our visitor policies. Just as aerospace manufacturing has evolved with new and better practices, so, too, did our company have to evolve in terms of our approaches to HR and visitor management in order to remain in line with our certification needs. And as always,” Marshall-Komst adds, “we wanted to do so while remaining conscious of costs.”

BH Aircraft had always checked in visitors by having a receptionist ask for proof of U.S. citizenship and a valid picture ID. “But we weren’t really doing everything we could to screen and track those visitors,” says Marshall-Komst. “Our protocols weren’t optimal. The company knew there had to be a better way.”

SOLUTION

Marshall-Komst was given the task of exploring automated alternatives to having a receptionist process each visitor. He discovered LobbyGuard visitor management solutions, and after seeing a demo of the self-service kiosk system, determined to contract with LobbyGuard to modernize visitor management for the company.

The LobbyGuard® system lets BH know exactly who is coming into its facility, the purpose of the visit, and the name of the person the visitor is there to meet. The kiosk's built-in scanner scans the visitor's ID, and the person's data is instantly recorded in the system, confirming that the person is approved to be present in the facility and eliminating the need for insecure, error-prone handwritten visitor logs. The system automatically notifies the visitor's escort of the person's arrival by both email and text message and will similarly notify appropriate personnel if the visitor is flagged as not approved. Automatic recordkeeping and reporting features within the system enable the BH team to instantly review who is and has been present in the building.

RESULTS

Marshall-Komst says the BH executive team has been very pleased with the performance of the LobbyGuard system. "To be honest, they're actually beside themselves. They love it. LobbyGuard works extremely well, and beyond the visitor management function, it's actually a savings for us in terms of human capital. It has enabled us to reassign the receptionist position to perform other, more critical duties within the company. It's like we instantly gained an extra employee without the additional cost." He also emphasizes the employee security aspect of the system: "These days, unfortunately, one never knows who might seek to enter your building and threaten the safety of the people inside. LobbyGuard gives us that extra visible measure of security."

"Having the ability to go back and pull visitor records virtually instantly, to confirm the presence of someone in the facility to the minute, has been valuable,

too. We were able to verify the presence of a representative of our largest customer not long ago at their request. It's good to keep your customers happy," Marshall-Komst adds with a smile. And LobbyGuard has made a direct impression on those customers. "When our clients see and interact with the LobbyGuard kiosk, the reaction is always one of 'wow! BH really is pushing forward!'"

"I'm an HR director, not a salesman," says Marshall-Komst, "but I'm also a fan. I would put on a salesman's cap to sell LobbyGuard's product."

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— *Richard Marshall-Komst, Director of Human Resources,
BH Aircraft Company, Inc.*

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