

CASE STUDY

Quadient Screens and Tracks Visitors, Ensures Security with LobbyGuard[®] Visitor Management

QUADIENT

Quadient, with U.S. operations headquartered in Milford, CT, is a mail, parcel, customer experience, and business processes and document management company.

CHALLENGE

“We used to have a visitor logbook,” says Quadient Vertical Marketing Manager Suzanne Bostick. “And the logbook sat on the reception desk in the main lobby of our U.S. headquarters in Milford, Connecticut. We don’t get an enormous number of visitors, but that open and accessible logbook basically symbolized a problem.” Quadient, formerly Neopost, is a mail and parcel management company that has expanded its offerings to include customer experience management software and business process automation. Bostick continues: “If our receptionist’s back was turned, or if she was speaking with another visitor, anyone could look in the logbook and see who was—or who had been—present in the building. It basically held what amounted to market intelligence for our visitors and vendors, and she didn’t think we should be revealing that kind of information. It indicated a fundamental privacy and security gap, and we absolutely agreed. We began to understand just how vulnerable we could be—beyond simple visitor information—to things like data and intellectual property breaches.” In 2017, Quadient decided to close that gap by eliminating the insecure sign-in procedure and implementing an automated visitor management system.

SOLUTION

Quadient selected LobbyGuard as its automated visitor management supplier and implemented the system in 2017. With the LobbyGuard system, the staff at the Quadient office knows exactly who is coming into its facility, the purpose of each person’s visit, and name of the Quadient employee the visitor is there to meet. The LobbyGuard kiosk’s built-in scanner scans the visitor’s ID, and the person’s data is instantly recorded in the system, confirming that the individual is

approved to enter the facility. The system eliminates the need for the less secure, less efficient, handwritten visitor logbook. The LobbyGuard® system automatically notifies the visitor's escort of the person's arrival by both email and text message, and in the event that the visitor is not approved, will similarly notify appropriate personnel to ensure the person does not enter deeper into the facility. Just as importantly, the automatic recordkeeping and reporting features within the system give Quadient staff the ability to instantly review who is and has been present in the building at any given time. In addition to its Connecticut headquarters, since 2019 Quadient has used two LobbyGuard self-service kiosk units at its Carrollton, Texas, customer service center. The Texas office uses the system to screen and check in visitors as well as temporary employees.

RESULTS

Bostick says, "Our receptionist has been with the company a long time—more than ten years, and as the primary user, she played a big role in configuring the system to our needs and her particular workflow. Those configuration details have evolved slightly in the three years we've had the LobbyGuard system, but she truly appreciates how the system has both simplified her visitor management tasks and strengthened our front-desk security. We've never experienced a safety threat from intrusion by a person seeking to do any sort of physical harm, but my experiences at another company have made me well aware that such things can occur, and we know LobbyGuard can help reduce the likelihood of such things happening here." She continues: "In general, corporations are primarily concerned with protecting data and intellectual property—those sorts of violations seem much more likely—but the system helps us shield ourselves from those risks and adds an extra bit of protection for our employees on top of it. That's the value of LobbyGuard."

As the company has undergone a rebranding over the last several months, Bostick says that LobbyGuard is seen both internally and by visitors and vendors as part of the new look of Quadient and has been enthusiastically accepted by everyone. Would she recommend the product to a colleague or in answer to a query by someone from another industry? "Absolutely," Bostick says. "The product quality is exceptional. We love LobbyGuard!"

“

We've never experienced a safety threat from intrusion by a person seeking to do any sort of physical harm, but my experiences at another company have made me well aware that such things can occur, and we know LobbyGuard can help reduce the likelihood of such things happening here.

— *Suzanne Bostick, Vertical Marketing Manager, Quadient*

”