VISITOR MANAGEMENT SOFTWARE OVERVIEW

Visitor management software digitally records and tracks data about visitors and staff of a public or business building. The solution also logs and collects information about a guest's whereabouts on the premises. It makes the visitor check-in procedure more consistent, accurate, and efficient, and it also stores guest data in a repository.

Visitor management software improves building security and safeguards employees and facilities. It can be installed on a self-service kiosk or on the PC at the receptionist's work desk. The platform can be connected with identity management tools and can scale to meet business needs and size.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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**Customer Success Report Award Levels**

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards
Check out this list of the highest rated Visitor Management Software software based on the FeaturedCustomers Customer Success Report.

Market Leaders:
- Envoy
- proxyclick
- sine
- TRACTION guest

Top Performers:
- LOBBY TRACK
- SAVANCE EIOBOARD
- teamgo
- The Receptionist

Rising Stars:
- Alice™
- Greetly
- iVIEWSYSTEMS
- VERISTREAM
OVERALL BEST
OF VISITOR MANAGEMENT SOFTWARE

Envoy
ABOUT ENVOY

Envoy is the visitor registration product that is changing how visitors are greeted in workplaces around the world. Modern businesses are getting rid of paper sign-in books and using Envoy to provide a seamless, iPad-based guest sign-in experience. Envoy Visitor Registration automates badge printing, host notifications, and legal agreements which makes for a more secure and enjoyable guest visit.

“Envoy’s visitor registration system and automatic host notifications have given us 30 percent more time, which means we can focus on serving our members and creating a better, more professional, guest experience.”

Lizzy Roberts
Junior Memberships Manager, Galvanize

“Keeping track of our visitors is critical for us to maintain compliance. Envoy has become a crucial piece of our business and gives us rock solid, irrefutable evidence of visitor records we can use for audits.”

Nathan McBride
VP IT, AMAG Pharmaceuticals

“Envoy saves me from running around and letting people know when their visitors arrive. It also adds that extra security for our office, since we have cloud-stored signed DNAs and visitor photos for everyone who has checked in.”

Nikki Wilkin
Office Manager, ZenPayroll

“Envoy lets us focus on our guests and create that personal, welcoming experience, which is important when you’re interviewing as much as Asana is.”

Cristina Gavin
Office Coordinator, Asana
MARKET LEADERS
2019 MARKET LEADERS

proxyclick

sine

TRACTION

guest
ABOUT PROXYCLICK

The cloud-based software that manages your visitors, from invitation to checkout. Run a smooth reception with a simple cloud-based software that your visitors, receptionists, hosts, IT and security will all love. Proxyclick’s vision is to leverage the power of the web to fundamentally transform the way people are welcomed in corporate offices around the world. Proxyclick’s applications are used by tens of thousands of people in 20+ countries.

"Good service. Practical solution. Very professional looking user interface. Customizability is also good. Dashboard is easy to use. Good cost performance."
Costas Moraitis
Head of IT and Business Relationship Manager, Greencore

"Proxyclick is a sophisticated yet economical visitor management system that we have implemented across 9 offices and data center locations in the US. The software has been 100% reliable."
Art Zeile
CEO, Hosting.com

"It helps us give a true welcoming experience, where we can offer each visitor a beverage of their choice and even the local newspaper. With Proxyclick, we put the human touch back in the center of the front desk."
Thy Moussa Traore
Senior Welcome Manager, Welcome At Work

"The label-printing feature is great! When visitors check in, the label is automatically printed, making us look really slick. Many clients and suppliers have passed comment and asked how it works. Great for first impressions."
Adam Laidler
Director of Operations, ANS Group
ABOUT SINE
Sine is a visitor management software for visitor, contractor and staff check-ins via web, tablet and mobile. Sine makes it easy to manage visitors, contractors, staff and assets across your workplace. Schools, councils, offices, retail, industrial and mining facilities are using Sine to check-in visitors, contractors, staff, students and couriers quickly and securely. Sine works across the web, iPad and free mobile apps for iPhone and Android.

“Sine is fast and accurate and allows us to check in large groups of guests quickly ahead of time before their arrival.”
Tahmid U
Trainee Contracts Manager, DAVIS Construction

“This system has greatly reduced time customer contact staff are involved with the sign-in process for visitors, contractors and guests. It has also cut costs by reducing the need for paper based sign-in books and the holders, lanyards, etc. Fully adaptable to your specific needs and has great functionality.”
Fred Davis
City of Charles Sturt

“Great software and easy to use. The visitor facing system is professional, intuitive and provides a very easy and seamless visitor log-in experience. The back admin side captures the necessary information without getting bogged down in too much detail. Overall, we are very happy with this software and the customer support provided by Sine.”
Samantha
Stockland

“A great system which allows clear oversight of our visitors and contractors. Having introduced Sine into our workplace it feels that we have finally leapt into the 21st century. A solid platform with excellent customer service!”
Sean Faulker
Manager, Work Health Safety & Risk, City of Norwood Payneham & St Peters
ABOUT TRACTION GUEST

Traction Guest is a cloud-based, enterprise-grade guest management platform that presents visitors with a unique sign in experience. Companies can now better understand who their visitors are, how often they're visiting and where. Installed and configured in minutes, one platform services unlimited locations and enables you to create infinite experiences. Don’t buy inflexible visitor management applications or tools that solve one use case. Invest in a platform that provides your organization the flexibility and creativity to adapt to any guest experience. They’re most proud of the community of clients they work with, such as Docusign, Smartsheet, BuildDirect, & MEC.

“Ever since my office started using Guest, visitors have been greeted faster and tenants are much happier receiving both text and email notifications immediately. Our mail carriers delivering packages have even gotten into the habit of checking out which “hosts” have received mail which is awesome to see.”

Jill Proman
Grand Central Tech

“Every time a visitor came into our building, a receptionist had to manually enter each visitor. If you have a lot of visitors at once, [it] could take a while to get everyone to sign in. With Traction Guest, we are now streamlining and making it simpler and faster for visitors to sign in.”

Systems Programming Analyst
UPS

“Implementing Traction Guest has definitely enhanced our visitor and employee experience. The check-in process is simple and seamless. We’ve received quite a bit of positive feedback from our visitors as well as our team on how easy and convenient it is to use this product. Major benefit add to our workplace!”

Raquel Ruark
Executive Assistant, BuildDirect

“Welcoming guests into our business and notifying employees of their arrival is efficiently and elegantly handled by Guest’s sign-in process. The system takes just moments to use. We particularly appreciate the alerts when visitors arrive - it’s amazingly useful in providing a welcoming experience to our visitors.”

Tricia Smith
Director, HR, Uniguest
TOP PERFORMERS
ABOUT LOBBY TRACK
Lobby Track, created by Jolly Technologies, is the premier solution to all of your company's visitor management needs. Lobby Track makes it speedy and simple to check people in and out, reducing the complexity of the situation to nothing more than a few mouse-clicks. Look up host information via your existing Active Directory system, auto email hosts, create badges generated from scanning driver's licenses, and, if needed, even activate badges into your existing access control system. ID Flow, included with Lobby Track, makes design and formatting a snap.

"Lobby Track has given the school the capability to automate the attendance process and secure the building with check in stations and ID badges. The available reports have also given the school the capability to keep the necessary documentation for attendance record keeping."
Coleen Steim
Business Manager, NWCTC

"Lobby Track is the industry leader for any government agency or private firm looking at a Visitor Management Solution. It is a cost effective and extremely versatile product that will meet the needs of any Security Director with a single entry point or multiple locations to monitor."
Sean Odell
Image Sales, Inc

"Lobby Track is an exceptional tool that has proven itself to be a great time saver. We have been able to reduce the distraction to our office staff while maintaining a constant monitoring of visitors and contractors entering our facility."
Bobby McMillon
Safety Coordinator, Amcor PET Packaging

"Lobby Track has been a simple solution to manage, track and report on the visitors to our facility. It works seamlessly in the background of our day to day operations and the only times I even think about it are when I need to run a report for visitor information, and everything is right there."
Grant Summers
One Safe Place
ABOUT SAVANCE EIOBOARD

Savance EIOBoard offers custom in/out board solutions as well as custom designs to fit your company and branding. Savance was established in 1998 to provide network and software solutions that automate business processes. Savance started with the idea that technology could be used effectively to save businesses time and money and make lives easier. Savance Enterprise functions as an ERP business application that organizes and operates a wholesale distribution business. Since a few of the principles worked for an electrical distributor, they quickly recognized the opportunity to reduce manual data entry and the inefficient paper trail.

“[EIOBoard] gives us a snapshot of who is in the building, and who we know are out of the building, plus we have their contact information.”

William Holland
Greene County Public Health Nursing Service

“EIOBoard was exactly the product we needed to replace our old pen-and-paper sign out sheet, as it allows us to locate our employees in real-time and to keep much-needed historical data for attendance and payroll purposes. The support we've received from Savance, tech and otherwise, has always been quick and effective. I gladly recommend the…

Robert Schuller
Chief Financial Officer, Mobilease, Inc

“After carefully reviewing many programs similar to EIOBoard, yours stood out as high quality interfacing in a workplace environment. The Outlook synchronizing was the icing on the cake to meet the demands of the constant in & out environment of property management. In addition, your customer service and tech support provided was top notch, I…

Mary Woodard
IT Manager, Bristol Management

“In addition to tracking staff in and out statuses, the receptionist also uses EIOBoard for Visitor Management.”

Ger Thao
Systems Administrator, Wunderlich-Malec Engineering
SwipedOn helps you welcome people into your world with a smart but simple visitor management solution. Their paperless gateway makes connecting people intuitive and easy. Let SwipedOn take care of all your reception desk processes - visitor management, receiving deliveries, employee in-out and more! The smart and secure front desk solution, used by thousands of businesses all over the world.

"We like the ease of use and the smart professional appearance of signing in when visitors arrive at our site. The process to capture visitor information is quick and easy, and we have access to records much easier than the traditional old paper based methods."

Richard S
Lincolnshire Field Products Ltd

"The SwipedOn system not only makes it easier for staff to track arrival of guests, but it also gives a professional first impression to visitors as well as meeting fire safety requirements, all without the use of paper."

Jake B
Bishopsgate

"This is the 21st Century way to manage visitor and employee sign in and induction. It is quick and easy, and easily managed. No more paper! It looks good on the reception desk and we have customised the iPad with our logo and some good photos of our products in action."

John M
CGMS Razer

"SwipedOn has been dependable and current. Their customer service is top rate. SwipedOn upgrades their software regularly to keep pace with our needs. We just signed SwipedOn for another year for 16 buildings/sites."

Mike Wilson
Student Services Specialist, Wenatchee School District
ABOUT TEAMGO

Teamgo is a leading enterprise software platform that improves workforce efficiency, reduces operational costs and creates digital transformation for the office. Teamgo VMS is a highly customizable visitor management solution available for iPad and Android tablets. The visitor management software offers a fully featured web dashboard - it’s a modern sign-in solution that looks great and can be tailored to your unique needs. If you require a visitor management system with badge printing, notifications, multi-language and customizable design, then Teamgo will deliver.

“Relatively easy to use [and we] love the ability to provide volunteers with badges to swipe in and out. [The] log in and out process is simple and able to be used by all users of our Centre [and we] like the options of multiple terminals. Overall it is an easy and efficient system able to be used by all who attend.”
Sophia Fraser
Aldinga Community Centre

“This is such a versatile system which has given our receptionist much more time to handle phone calls and other tasks. Regular visitors now just check-in [and] an SMS and email goes to the host so seamlessly - it could not be any easier.”
Greg Facer
General Manager, Crown Equipment Corporation

“Teamgo has totally transformed the way we manage guests who visit our premises. We have lots of staff meeting people constantly - to know who is on premises, who they are here to see ensures they are inducted to our building correctly.”
Nick Condon
Executive Director of Brand & Innovation, Business SA

“Very good and handy - I get cc’d in all SMS notifications when people arrive - avoids me having to log onto the website all the time to see who they are here for.”
Samantha Salloum
Office Coordinator, Daly International
ABOUT THE RECEPTIONIST

The Receptionist for iPad is the most versatile, effective and easy-to-use Visitor Management system available! From offices with just a few employees to others over 3,000, the app is used by hundreds of businesses around the globe. Whether you are looking for a simple visitor logging system to track your visitor traffic, or require a fully customizable, SMS and email based, two-way communication system with badge printing, The Receptionist can solve your specific office needs.

"We are all so very happy to get the text messages when our patient has arrived and checked in, because it saves us so much time. It's very easy to use — very convenient, very helpful. It makes patients feel like they’re taken care of and that they can relax instead of wondering."  
Damiana Corca  
Founder, Corca Center for Sleep and Radiant Health

“We’ve been able to redesign the entry to our office to be receptionist-less. In our attempt to be more monastic, the app lets us have a regular flow of visitors through our office who get immediately connected with the right person without interrupting others.”  
Brad Feld  
Foundry Group

"The Receptionist for iPad has been a huge relief for the ID and fingerprint administrator because he knows who’s coming in next. He knows who he’s looking for when he goes into the lobby.”  
Jason Klika  
Training Sergeant, Denver Public Schools

"The ease of which people are alerted — especially that a customer has arrived — has helped us control access to the building and has made everything so much more streamlined and efficient. Prior to installing The Receptionist, the process wasn’t done quickly. It was usually someone’s second or third job. Now, it happens on its own.”  
Larry Pennington  
Director of Information Technology, Hynes Industries
RISEING STARS
2019 RISING STARS

ALICE™
VIRTUAL RECEPTIONIST

Greetly

VERISTREAM

iViewSYSTEMS
Security | Surveillance | Solutions
ABOUT ALICE RECEPTIONIST

ALICE enables businesses to present live customer service video agents on any number of kiosk, video displays and other digital signage devices, enabling 2-way or 1-way video interaction with customers.

"Even if we had a part-time receptionist it would cost us about $20,000 a year. The cost of the ALICE license and yearly proration of the cost of the kiosk is less than $2,000 a year."

Mike Van Meerten
IT Director, Meissner Filtration Products

"ALICE is saving Nevada Dental Benefits an estimated $40,000 to $45,000 a year. It was a significant cost savings for us, and for the most part, it's been well-received."

President
Nevada Dental Benefits

"We love our ALICE Receptionist! By adding the Virtual Receptionist to our team we have increased the flexibility of our administrative staff, saved money, and have great looking signage in our lobby. It was easy to setup and implement."

McKonly & Asbury
Senior Consultant, McKonly & Asbury, LLP

"We are looked upon as being a technology company so putting new cutting edge tech like ALICE Receptionist in our front office really impresses our clients even when our main goal was the cost benefits. Our clients like working with ALICE and she has quickly become the center of attention in our lobby!"

President/CEO
Cornerstone Merchant Service, Inc.
ABOUT GREETLY

Greetly is a digital receptionist that greets visitors to your workplace. Visitors simply choose the purpose of their visit, who they are there to see, and enter their name. Greetly notifies the host employee and logs the visitor’s information. Greetly can also capture visitors’ picture, signatures, and NDA agreement. Setting up Greetly takes less than 10 minutes.

“Greetly has been a great experience for us. Visitors find it professional and exciting. We have seen a major increase in productivity with Greetly handling our initial communication with new clients -- plus, it creates a good experience for visitors.”
Ashish Jaswal  
Director of Procurement, Housing.com

“The Greetly iPad receptionist means we don’t have to use staff to give access to the space. Instead, they can service the space, our members, visitors and event attendees.”
Lucas Seyhun  
Co-Founder, The Farm Soho

“Greetly has improved E Source’s “first impression”. The price is ridiculously affordable and we’ve been very happy with the results. It’s saving us close to $40K a year. Pretty much a no-brainer.”
Chris Doyle  
Chief Operating Officer, E Source

“Everyone in the office is really impressed with the system. Even UPS and FedEx are utilizing Greetly to notify us if there is a need to sign for a package.”
Shariza Arias  
Human Resources Manager, TCL North America
ABOUT VERISTREAM
Veristream provides cloud-based visitor management solutions that are fast, easy, compliant and secure. Veristream makes secure, professional, and efficient visitor management solutions designed to protect your business, secure your building, empower your employees, and treat every guest like a VIP around the world and around the clock.

"We have numerous sites throughout our company, and all have been implemented seamlessly. This product has enabled us to better manage our visitors while also increasing our security."
Senior Technical Analyst
AMB Sports & Entertainment

"Veristream provided a solution that was flexible in application allowing us to address our specific needs and regulated environment."
Director of Regulatory Compliance
OECO

"Pre-registering guests and allowing them to sign in with a QR code has really helped our overall operations."
Lobby Attendant
Los Angeles Chargers

"We have used Veristream for many years and I can say that the cost to maintain and operate it is very low. We rarely get service requests related to it. From an IT Manager’s perspective, this is great."
Chief Technology Officer
American Financial Resources
ABOUT IVIEW SYSTEMS

iView Systems software provides end-to-end physical security information management reporting solutions that expand reporting beyond traditional functionality. By integrating and embedding security disciplines within a highly collaborative platform, iView clients can easily leverage data dependencies and relationships between incident management, visitor management and physical identity data for rapid risk identification and operational efficiency.

"To be able to respond that quickly to the dynamic security changes on a daily basis is very significant in any security environment, but especially to be able to understand and respond so quickly in a major city like Chicago has been a tremendous asset to this facility in particular.”

Joe Doa
Director of Safety and Security, Hilton

"By automating our security and surveillance functions, we have saved considerable man-hours reporting, searching and querying, not to mention the increased integrity of our data collected. We were able to realize full return on investment in just 4.5 months.”

Jason Arnett
Director of Surveillance, Resorts World New York

"What began as an incident reporting software solution developed into a multipurpose communication and reporting platform for risk assessment, liability mitigation and corrective action planning. It has become an invaluable tool in our day to day work across our organization.”

Charles Gouldner
IT Security Analyst, Hershey Entertainment and Resorts

"The result has been that the security function simply has greater awareness of everything that occurs on the property, both immediately and for the purposes of investigations and reporting metrics to leadership.”

Dylan Hayes
Physical Security/Technology Project Manager, Seattle Children's Hospital