

Eptura Visitor



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Eptura Visitor (powered by Proxyclick) is a cloud-based visitor management system that transforms how organisations welcome, track, and secure visitors in the modern workplace. As visitor check-ins have increased 35% year-over-year, Eptura Visitor provides the essential security and experience capabilities needed to manage today's dynamic workplace environment.

Eptura Visitor is a comprehensive SaaS solution that streamlines the complete visitor journey from pre-registration to departure, while maintaining the highest standards of security, compliance, and user experience. The platform is hosted on Microsoft Azure cloud infrastructure, ensuring enterprise-grade security and global scalability.

The solution addresses the critical needs of the hybrid workplace where employees themselves are becoming visitors in their own offices, with 28% of UK workers adopting hybrid working by 2025. Eptura Visitor provides organisations with complete visibility and control over their visitor experience while enhancing security and compliance.

Top Benefits of Eptura Visitor

Enhanced Workplace Security - Implement multi-layered security with visitor pre-approval, identity verification, watchlist screening, and real-time tracking to ensure only authorised individuals access your facilities.

Seamless Visitor Experience - Provide a professional first impression with streamlined check-in processes, mobile-first experiences, and personalised welcome flows that reflect modern workplace expectations.

Regulatory Compliance - Maintain compliance with GDPR, HIPAA, CCPA, PCI DSS, and other regional data protection regulations through built-in privacy controls and secure data handling.

Hybrid Workplace Ready - Support the modern hybrid work environment where employees and visitors need flexible, secure access to office spaces with integrated access control capabilities.

Emergency Preparedness - Generate real-time occupancy lists for emergency evacuations, send alerts to all building occupants, and conduct efficient roll calls during emergencies.

Operational Efficiency - Reduce administrative overhead by automating visitor registration, eliminating manual processes, and freeing front desk staff for higher-value activities.

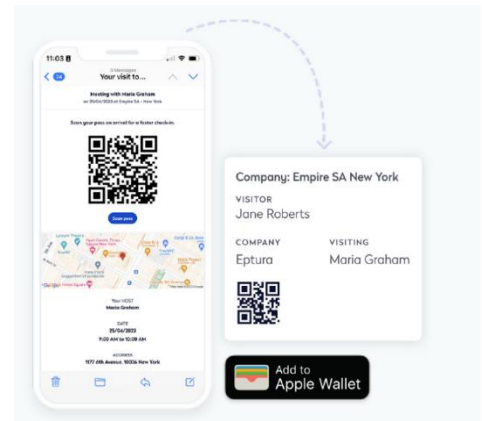
Complete Visibility - Track all visitor activity with comprehensive reporting, analytics, and audit trails to support security investigations and compliance requirements.

Future-Ready Technology - Leverage advanced capabilities including facial recognition, mobile credentials, and AI-powered security features that adapt to evolving workplace needs.

The Eptura Visitor Solution

Digital Visitor Registration and Pre-Approval

Eptura Visitor enables organisations to screen and approve visitors before they arrive at the facility. Visitors can complete registration online, providing necessary information, signing required documents, and receiving arrival instructions. This pre-approval process ensures only properly screened individuals gain access while creating a hassle-free entry experience.



Key capabilities include:

- Online visitor registration with customisable forms and workflows
- Digital document signing for legal agreements and policies
- Automated visitor notifications and arrival instructions
- Host notifications when visitors arrive
- Customisable check-in flows by visitor type
- QR code generation for condition-based access.

Advanced Security Features

The platform provides multiple layers of security to protect people, facilities, and assets while maintaining a welcoming environment for legitimate visitors.

Identity Verification: Advanced technology compares government-issued photo IDs to visitors' faces, assigning confidence percentages to verify visitor identity and prevent unauthorised access.

Watchlist Integration:

- Internal watchlists to track banned or restricted individuals
- External watchlist integration with specialised providers covering terrorists, sex offenders, and trade violation lists
- Immediate and discreet notifications when matches are detected

Real-Time Tracking: Monitor visitor movements throughout facilities with real-time visibility into who is entering, exiting, and currently on-site across multiple buildings and locations.

Autonomous Check-In Experience

Eptura Visitor supports self-service check-in capabilities that reduce wait times and administrative burden while maintaining security standards.

Features include:

- Self-service kiosks with guided prompts for visitor check-in
- Mobile device check-in capabilities
- Facial recognition technology for autonomous identification
- Integration with existing building systems
- Real-time visibility into visitor traffic and building occupancy



Access Control Integration

The platform seamlessly integrates with existing access control systems to provide secure, efficient building access without requiring infrastructure replacement.

QR Code Access: Visitors receive mobile QR codes that serve as digital credentials for touchless building access, providing flexibility and convenience while maintaining security.

RFID Card Management: For organisations with existing card infrastructure, the Access Card Manager (ACM) feature integrates physical credentials with visitor profiles, allowing continued use of existing RFID card readers and systems.

Supported Integration Partners:

- AMAG Technology
- Lenel OnGuard
- Avignon Alta
- Additional third-party access control systems

Access Control Benefits:

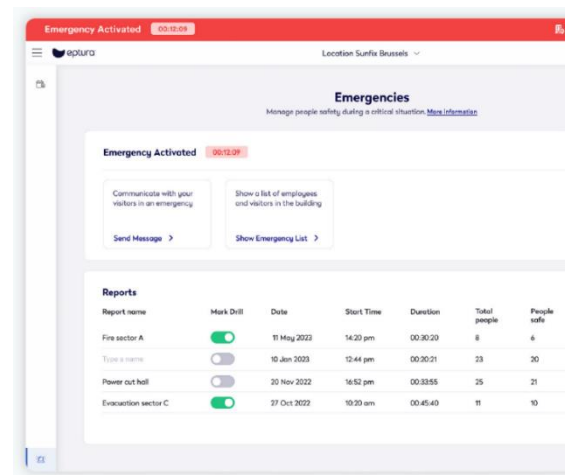
- Time-restricted access aligned with meeting schedules
- Location-specific access permissions
- Automatic credential deactivation upon checkout
- Complete audit trail of access events

Emergency Management

Eptura Visitor provides comprehensive emergency management capabilities to ensure visitor and employee safety during critical situations.

Emergency Response Features:

- Real-time building occupancy lists synchronised across multiple devices
- Emergency alert distribution to all building occupants
- Digital roll call capabilities to track evacuation status
- Integration with emergency responder systems
- Post-emergency reporting for analysis and compliance



Data Security and Compliance

The platform prioritises data protection and regulatory compliance to safeguard visitor information and meet global privacy requirements.

Compliance Support:

- **GDPR:** Full compliance with European data protection regulations including transparency, data minimisation, and individual control over personal information
- **HIPAA:** Support for healthcare organisations with protected health information handling and physical safeguards
- **CCPA:** California consumer privacy protections including data ownership, control, and deletion rights
- **PCI DSS:** Payment card industry standards for organisations handling cardholder data

Security Features:

- Microsoft Azure cloud hosting with global data centres
- Regional data hosting options for compliance requirements

- Customisable data retention and deletion rules
- Secure data export capabilities
- Built-in consent management for data collection

Reporting and Analytics

Comprehensive reporting capabilities provide insights into visitor patterns, security trends, and operational efficiency to support data-driven decision making.

Analytics Capabilities:

- Visitor traffic patterns and trends
- Security incident reporting and analysis
- Compliance audit trails and documentation
- Building utilisation insights
- Host productivity metrics
- Custom reporting with advanced filters.

Implementation & Consultancy Services

On-Boarding, Implementation & Consultancy Services

A unique value proposition of JLL is our proven hybrid implementation methodology which is based on the Systems Development Life Cycle (SDLC) model combined with elements of Agile Development.

JLL can proudly say that ninety-eight percent of our implementation projects come in under budget and ahead of schedule due to this unique and honed project implementation methodology.

JLL's Hybrid Waterfall/Agile Methodology comprises six major phases, accompanied by parallel tracks of Project Management and Change Management. The high-level goals of each stage are:

- **Plan:** Gain consensus on business and technical goals and create the formal project delivery framework
- **Analyse:** Determine the system requirements and perform fit/gap analysis against COTS
- **Design-Build/Test-Release:** Perform iterative development of sprint packages and perform review scrums for solutions with testing of packages and continuous user/sponsor reviews
- **Transition:** Perform pilot testing, readiness assessments, and package and deploy solutions for go-live
- **Sustainment:** Provide hypercare support and ongoing system enhancements.



Support Services

The JLL Support Centre provides a dedicated platform for technical support to valued customers participating in JLL Maintenance and Support Packages. JLL offers multiple access methods for logging

support requests – via phone, web (24 hours, 7 days a week, 365 days a year), and through dedicated client account teams.

Support Access:

- **Phone Support:** 8:00 a.m. to 5:30 p.m. (BST)
- **Web Portal:** 24/7 access for ticket submission and status tracking
- **SLAs:** Best-in-class Service Level Agreements help us maintain the best quality service and transparent activity reporting for program participants.

Hypercare Period: Following go-live, clients enter a hypercare period providing crucial end-user support with the actual project team before transitioning to standard support models. This ensures system stabilisation, resolves previously undetected defects, and reduces risk while improving user adoption.

Maintenance Programs: JLL offers flexible maintenance programs (Silver, Gold, Platinum) with varying degrees of phone technical support, on-site consulting, system integrity checks, and user training to meet diverse client needs and budgets.*+

These updates maintain the document's client-facing accessibility while incorporating the comprehensive methodology details and ensuring accuracy with current JLL practices.

Training

JLL develops and delivers training classes which specifically reflect the business processes, features and modules end users need for their day-to-day work. Our approach defines a training regimen that meets client-specific needs to optimise system use without extended classroom time.

Training Modalities: JLL utilises multiple training approaches based on client requirements and geographic distribution:

- **Instructor-Led Classroom Sessions:** Most effective but resource-intensive approach, preferred by most organisations
- **Instructor-Led Telepresence Sessions:** Nearly as effective as live training, excellent for geographically dispersed organisations with substantial travel savings
- **Live Webinar:** Well-suited for casual users requiring limited functionality
- **Lunch and Learn:** Effective for casual users and simple administrative procedures

Train-the-Trainer Approach: JLL typically employs a Train-the-Trainer methodology, enabling clients with comprehensive training materials including detailed user guides, classroom learning guides, and quick reference materials. This approach sets clients up for continued success as new users are onboarded, empowering internal training capabilities and maximising system adoption.

Training materials are process-oriented and promote user understanding through step-by-step progression using real-world examples specific to client business processes. Training classes are tailored to job roles and responsibilities, offering targeted sessions for end users, managers, system administrators, and developers.

Why choose JLL Technologies?

JLL Technologies is the technology division of Jones Lang Lasalle (JLL), the global real estate professional services firm. JLL is a Fortune 500 company with annual revenue of \$18.0 billion, operations in more than 80 countries and a global workforce of 94,000.

We are experts in CRE and workplace technology. Our services include the provision of most leading CAFM, IWMS and innovative technology products in the market. We also provide Smart Building solutions including sensor and IoT technology, workplace business intelligence and analytics and workplace technology consulting.

Our approach is product agnostic to help an organisation navigate, compare the differences, and select the right solution.

- JLL has delivered over 5000 unique Corporate Real Estate technology projects, and we understand the challenges that an organisation faces before, during and after a new solution has been deployed.
- Our added value is our ability to offer and deploy a wide range of workplace digital services/solutions.
- We provide advice and solutions for consulting, business intelligence, data quality and analytics, building sensors to enable advanced occupancy monitoring and planning, apps for workplace experience and smart buildings.
- We provide a comprehensive range of non-technology real estate services such as strategic property advice, outsourced facilities management, lease accounting, portfolio management, transaction management and advisory service – all from one single provider.

What sets us apart from other providers is our consultative approach to support long-term real estate portfolio vision, including (where needed) advisory and change management as critical success factors for any IT project.

JLL is the leading Workplace Systems Integrator, as recognised by independent research firm Verdantix, which demonstrates our experience and depth of skills.

The Verdantix Green Quadrant Workplace Systems Integrators 2023 report is an independent benchmark of workplace systems integrators. (see Figure 4)



Figure 4 Verdantix 2023 Green Quadrant Workplace Systems Integrators