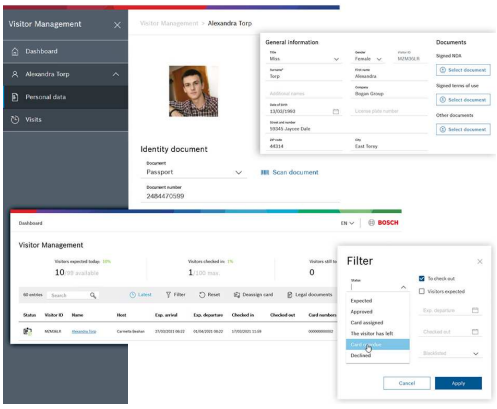
Visitor Management 5.2



Effective visitor management must go beyond meeting and greeting visitors. It needs to enhance building security, protect facilities and employees, and improve the overall experience for both users and visitors.
Visitor Management V5.0 is a new, easy-to-use browser-based tool from Bosch.
It enhances many aspects of the visiting process, and integrates seamlessly with the Access Management System and Building Integration System:

- Lets you pre-register appointments in the system to shorten processing time.
- Allows visitors to create their own profiles in kiosk mode to avoid queues at reception.
- Uses a dashboard to monitor the day's expected visits, the number of visitors on the premises, which credentials are in use, and which credentials still need to be collected.
- Sets expiration dates on visitor profiles and their attachments to comply with national and international data privacy regulations, such as the European GDPR.

Visitor Management from Bosch is the ideal solution for medium to large sized applications, for example:

- Office buildings
- Hospitals and health centers
- Government buildings
- Banking
- Education
- Commercial buildings

- Provides a quick, hassle-free experience for your visitors
- Supports receptionists with features that make their many tasks smooth, efficient and secure
- Keeps track of expected, checked-in and overdue visitors
- Handles even high visitor volumes as smoothly and efficiently as possible
- Allows hosts to easily pre-register their visitors for smoother, faster processing on the day

System overview

Receptionist view - registering visits and visitors
The system allows receptionists to create, change and delete both visitor data and visit data:

- Define subtypes of visitor, such as VIPs and tradespeople.
- Send invitations and reminders to visitors by email, using customizable templates and placeholders to reference database fields.
- Quickly search for and display appointments that were pre-registered by other receptionists, hosts or by the visitors themselves.
- Search for and assign cards that are not currently in use.
- Blacklist undesired visitors.
- Scan and manage official documents in accordance with local data-security regulations.

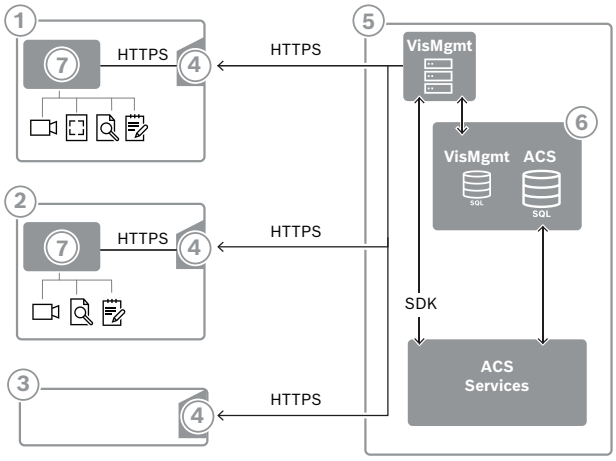
Receptionist view - Dashboard
The dashboard offers a quick overview of all upcoming visits and their statuses, including expected visitors, checked-in visitors, and visitors to check out. The visit records in the display can be filtered by name, date or host. The data is stored in an SQL database and can be used to create and export customized reports in CSV or Excel formats.

Host view for staff
The host view is used by local staff to register visits in advance, and so reduce processing time on the day of the visit. They can easily create new visits, or view and modify existing visits, in the intuitive browser interface.

Visitor self-registration
The time-consuming collection of personal data, which so often causes delays at reception desks, can be performed in parallel at kiosks by the visitors themselves. This includes:

- Scanning and uploading identity cards and passports.
- Reading and electronically signing required legal documents and consent forms.
- Assigning a visitor's personal data to a stored visitor ID, in order to further accelerate the registration process for recurring or regular visits.

Compliance with local and national requirements for the storage of personal data, such as the European GDPR, is not an afterthought, but built in and facilitated explicitly by the Visitor Management tool.



Label	Description
1	The **Receptionist** workstation. This workstation can have optional peripheral hardware, such as an enrollment reader, web camera, and scanners for signatures and documents.
2	The **Visitor** kiosk workstation, with supported browser in kiosk mode. This workstation can have optional peripheral hardware, such as a web camera and scanners for signatures and documents.
3	The **Host** workstation, that is, the workstation of the employee who receives the visitor.
4	Supported browser with the VisMgmt website
5	The ACS server (BIS or AMS)
6	The database instance of the ACS server (This can be on a separate computer).
7	The optional **Bosch Peripheral Device add-on**, which manages communication between the browser and peripheral hardware.

Functions

Why use a modern, professional visitor management system?

Only one chance to make a first impression
Greet your valued guests in a friendly, hassle-free yet secure and professional manner.

Constant overview of visits and visitors
Keep an up-to-the-minute and clear overview of who is still expected, who is checked-in, and who still needs to check out. Be prepared for any eventuality or emergency.

Efficient pre-registration process
Allow your local staff easily to pre-register and prepare visits in advance for smoother, faster processing on the day.

Relieve your busy reception staff
Increase the efficiency and attentiveness of your reception staff by relieving them of unnecessary, burdensome and repetitive tasks.

Manage peak visiting times
Handle even unexpected peaks in visitor numbers with the maximum courtesy, efficiency and professionalism.

Ensure legal compliance
Comply with and properly document all legal regulations regarding the privacy and storage of visitors' data.

Minimize unnecessary contact time
Reduce contact time at front desks to minimize infection risks.

Manage health and safety procedures
Ensure that visitors are informed in advance of current regulations, and able to provide the required documentation on arrival.

Installation/configuration notes

Visitor Management server requirements

Operating systems	Windows Server 2019 (Version 1809) (64bit, Standard, Datacenter); Windows Server 2022 (64 bit, Standard, Datacenter)
Database management systems	MS SQL Server 2019 and later Always use the same database instance as that of the ACS (the primary access control system)
Supported browsers	Google Chrome, Mozilla Firefox, Microsoft Edge (Chromium based) Use the most recent version of the browser for your Windows operating system.

Minimum monitor resolution (for using the application UI)	Full HD 1920x1080

Visitor Management client requirements

Requirement	Description
Minimum monitor resolution	Full HD 1920x1080
Supported browsers	Google Chrome, Mozilla Firefox, Microsoft Edge (Chromium based) Use the most recent version of the browser for your Windows operating system.

Technical specifications

License bundle LITE

LITE	Licensed number	Maximum number
Number of doors (with 1 or 2 readers):	16	80
Number of cards:	200	5,000
Number of divisions:	1	1
Number of clients configurable:	1	2
Number of MACs	1	1
Number of AMCs	Maximum 125 per MAC Up to 60 (on the network) recommended for high performance	
Number of authorizations	Maximum 1024 per MAC	
Number of guard tours	50	
SDK available	yes	
BVMS integration available	✔	
Intrusion integration	Maximum number of Bosch B Series (Bx512) and G Series (Bx512G) control panels: • for command and control: 50 • for central user management: 50	

License bundle PLUS

PLUS	Licensed number	Maximum number
Number of doors (with 1 or 2 readers):	32	288
Number of cards:	2,000	10,000
Number of divisions:	2	5
Number of clients configurable:	2	5
Number of MACs	1	5
Number of AMCs	Maximum 125 per MAC Up to 60 (on the network) recommended for high performance	
Number of authorizations	Maximum 1024 per MAC	
Number of guard tours	100	
SDK available	yes	
BVMS integration available	✔	
Intrusion integration	Maximum number of Bosch B Series (Bx512) and G Series (Bx512G) control panels: • for command and control: 80 • for central user management: 200	

The following tables specify the dimensions of an AMS access control system from two aspects:

- As per the respective license bundle: **LITE**, **PLUS** or **PRO**.
- As a maximum, if the necessary licenses are purchased.

License bundle PRO

PRO	Licensed number	Maximum number
Number of doors (with 1 or 2 readers):	128	10,000
Number of cards:	5,000	400,000
Number of divisions:	5	400
Number of clients configurable:	5	200
Number of MACs	1	40
Number of AMCs	Maximum 125 per MAC Up to 60 (on the network) recommended for high performance	
Number of authorizations	Maximum 1024 per MAC	

PRO	Licensed number	Maximum number
Number of guard tours	200	
SDK available	yes	
BVMS integration available	✔	
Intrusion integration	Maximum number of Bosch B Series (Bx512) and G Series (Bx512G) control panels: • for command and control: 80 • for central user management: 500	

The following are specifications for a reference system with good overall performance.

	Server system (with no client running)	Client system
CPU	Intel Xeon E-2144G @ 3,6 GHz (4 cores, 8 logical)	Intel Core i7-8700 @ 3,2 GHz (6 cores, 12 logical)
RAM	32 GB (2667 MHz)	8 GB (2667 MHz)
GPU	Integrated graphics from CPU	Intel UHD Graphics 630 (4GB GPU memory)
System disk	NVMe Write speed: 1440MB/s Read speed: 2250MB/s Average response time 10ms	SSD disk
Disk where AMS is installed	SSD Write speed: 1000MB/s Read speed: 1100MB/s Average response time 10ms	
Operating system	Microsoft Server 2019 Standard Edition	Microsoft 10 Pro Edition

	SQL Server 2019 Express version	SQL Server 2019 Standard version
Max. events per second	70	150
Max. events that can be stored in the event database.	2x10^6	Limited by storage capacity, not by database version.

- The system can process a maximum of 100 access events per second (for example: door open/close, audit trail entries).
- With intrusion integration, one point change can trigger three or more access events, for example *Point shorted, Area not ready to arm, Point state changed.* Consider this factor when calculating performance.

Languages of the user interface
- AR: Arabic
- DE: German
- EN: English
- ES: Spanish
- FR: French
- HU: Hungarian
- NL: Dutch
- PL: Polish
- PT: Portuguese
- RO: Romanian
- RU: Russian
- TR: Turkish
- ZH-CN: Chinese (simplified)
- ZH-TW: Chinese (traditional)

Hardware devices supported
- The Bosch AMC2 family of access controllers
  See corresponding datasheets in the product catalogs at https://www.boschsecurity.com
- Bosch AMC2 extension boards
  See corresponding datasheets in the product catalogs at https://www.boschsecurity.com
- SimonsVoss SmartIntego remote online door components
- Uhlmann & Zacher Clex public or Allegion offline locks (OSS-SO compatible). Available in certain countries
- Normbau Pegasys offline locks (V2.1). Available in certain countries
- Idemia Sigma, Morpho, VisionPass biometric fingerprint and face recognition readers

Other supported systems
- ISS SecurOS face and license plate recognition system
- Oosto OnAccess face recognition system
- Otis Compass elevator dispatch system
- Deister flexx and maxx key management systems

For Visitor Management
- Card enrollment reader: LECTUS enroll ARD-EDMCV002-USB, HID OMNIKEY 5427 CK
- Signature reader: signotec LITE, signotec Omega
- Scanner for ID documents: ARH Combo, ARH Osmond

Ordering information

AMS-FVISLIT Visitormanagement AMS Lite
License for Visitor management AMS Lite
Order number **AMS-FVISLIT | F.01U.409.060**

AMS-FVISPLU Visitormanagement AMS Plus
License for Visitor management AMS Plus
Order number **AMS-FVISPLU | F.01U.409.103**

AMS-SMA-VISLIT SMA Visitormanagement Lite
1-year Service and Maintenance Agreement (SMA) for Visitor management Lite
Order number **AMS-SMA-VISLIT | F.01U.409.104**

AMS-SMA-VISPLU SMA Visitormanagement Plus
1-year Service and Maintenance Agreement (SMA) for Visitor management Plus
Order number **AMS-SMA-VISPLU | F.01U.409.105**

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