



Visitor Management (VM) Systems

A guide to selecting a VM system.

How will Capital Badges help you to make your decision?

There are many and varied different options available for Visitor Management (VM) Systems. With the many different options and choices available, selecting the system that is correct for you and that meets your needs now and in the future can be a confusing and daunting task.

At Capital Badges, we have extensive experience of helping our customers choose a system that is right for them. By progressing through the various steps below, we have found that our customers can proceed with their purchase, assured in the knowledge that they have been informed of all the options available to them.

Our VM systems are not 'off the shelf', 'one size fits' all products. What we will provide to you is a custom VM system to precisely meet your needs. Your new VM system is an important long term investment in the security of your staff, visitors and premises.

When you have had a little time to peruse the steps below, we will contact you to talk it through in more detail. We will then be able to advise you accordingly.

1. **Step 1. Understanding your existing VM System.**

- 1.1. Do you have a system in place?
- 1.2. What sort of system is it?
- 1.3. Does it issue badges?
If so, are they:
 - 1.3.1. Sticky back (peel and stick)
 - 1.3.2. Tear off
 - 1.3.3. Are they custom printed? If so, how many colours are used in the print?
- 1.4. Does it keep a record?
If so, is this confidential and not able to be read by subsequent visitors?
- 1.5. Does it record visitors, contractor, staff separately?
- 1.6. Is it an in-house system or one from another supplier (who)?
- 1.7. What is the current usage rate: daily, weekly, monthly, annually?

2. **Step 2. Your new VM System.**

- 2.1. Why are you considering a new VM system?
- 2.2. What are you trying to achieve by introducing a new VM system?
- 2.3. Do you require custom printing of your crest/logo and other information?
- 2.4. Do you have available high resolution copies of your crest/logo or other images?
- 2.5. Are you familiar with Time Dependency/Time Expiring systems?
- 2.6. Are you familiar with sticky (peel and stick) and tear off systems?
- 2.7. Are there particular requirements for your sector, such as for the food industry?
- 2.8. Have you a set of Health and Safety regulations available for your organisation?
- 2.9. How soon will you require your new VM systems?
- 2.10. What budget has set?
- 2.11. What will be your ordering volume and frequency?
- 2.12. What is your decision making criteria?
- 2.13. Who is responsible for making your purchasing decision?

- 2.14. We will be able to give some indicative costs to you, based upon our discussion of your requirements.

3. **Step 3. Sample Pack.**

- 3.1. Following our initial discussion and our understanding of your needs, we can send a sample pack to you that has been specifically put together to precisely match your requirements.
- 3.2. The sample will contain generic examples of visitor badges.
- 3.3. If appropriate, we can also provide a draft design of the layout using your crest/logo so that you will be able to see what your actual visitor badges will look like.
- 3.4. Once you have received your sample, we will then arrange a follow up call to respond to any questions or queries that you may have.

4. **Step 4. Quotation and placing your order.**

- 4.1. On conclusion of steps 1 through 3 above, we will provide you with a detailed quotation. You will then be able to make an informed purchasing decision.
- 4.2. We can respond to any questions or queries that you may have at this step that will enable you to proceed to placing your order, as appropriate.

5. **Step 5. Processing your order.**

- 5.1. Upon receipt of your order we will process it as appropriate.
- 5.2. If required, changes will be made to your designed artwork and this will be submitted for your approval.
- 5.3. Delivery of your order will be between 5 to 15 working days of our receipt of your confirmed order and signed-off artwork.
- 5.4. Delivery is based upon our workload and is subject to seasonal fluctuations.
- 5.5. We always make very best endeavours to improve upon delivery timescales but don't make promises unless we are sure we can keep them.

We will contact you shortly to discuss your requirements. In the mean time please do not hesitate to contact us with any questions or queries.

We love to speak with customers and 'soon-to-be' customers alike and you won't be greeted by a 'number entry', automated system before you can get to speak to a human being!

**We also have a full range of lanyards, card holders and other ID accessories.
Details and prices available on request.**



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