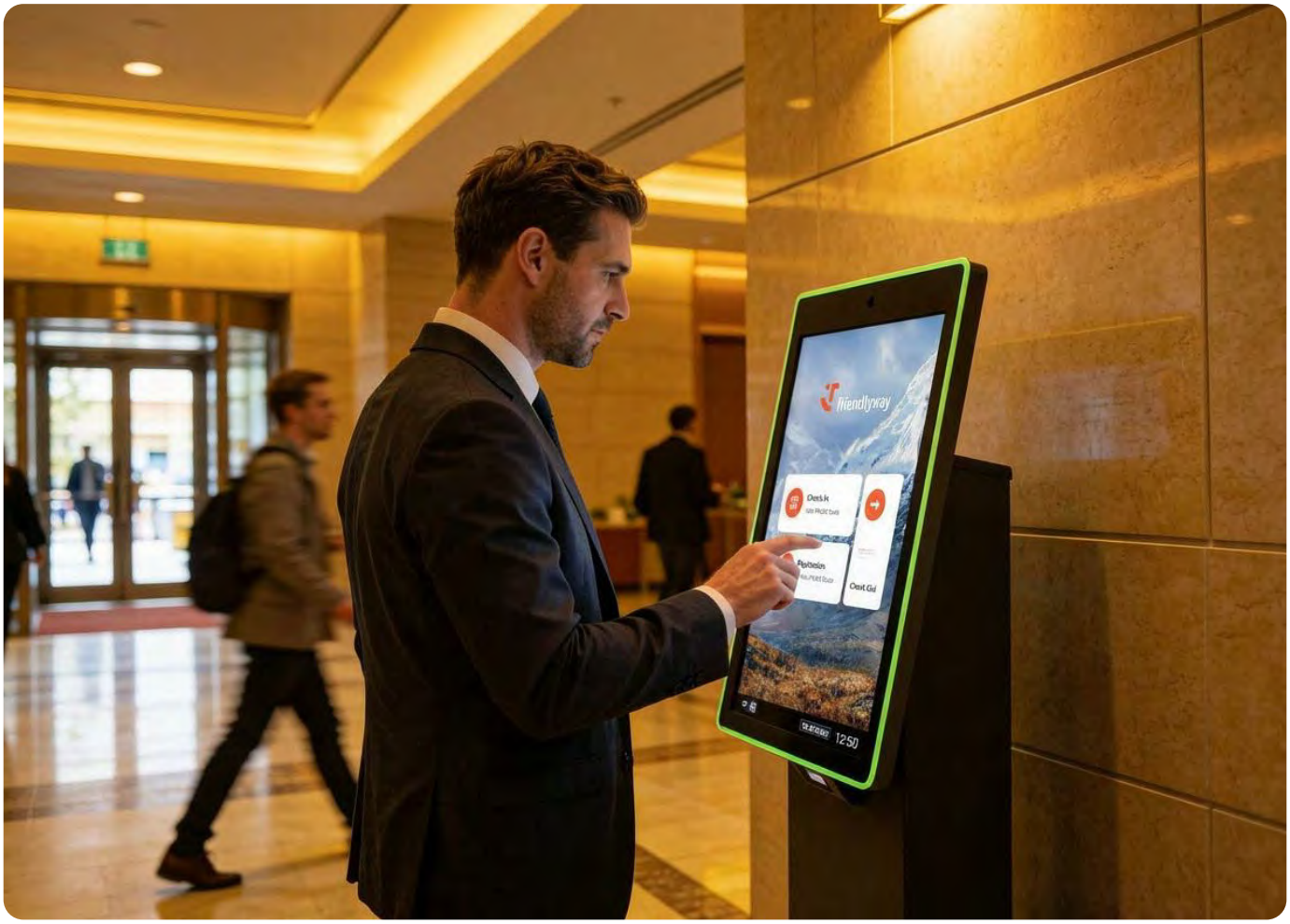
friendlyway®

VISITOR FLOW

Digital Visitor Management

A secure reception experience that saves time and reduces admin.



Effortless Self-Check-In

No waiting times. Greater convenience. Higher visitor satisfaction.

Security & Compliance

Complete visitor records, reliable documentation, and emergency management.

All-in-One

Software, kiosks, and seamless integration — all designed to work together.

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VISITOR FLOW

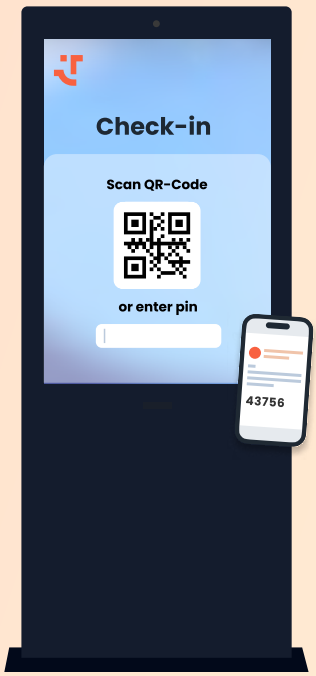
Security. Compliance. Time Savings.

Even in well-structured organizations, manual processes quickly reach their limits. Routine tasks and strict security requirements — including critical infrastructure standards — take up valuable resources. That is time your team could spend on high-value work and personal visitor support.

Now imagine a reception area that feels calm, professional, and welcoming. Security is fully covered, but your guests do not feel like they are entering a fortress. Your team gains back time for meaningful interactions and complex tasks instead of manually entering visitor data.

With friendlyway VISITOR FLOW, this becomes reality. We turn your reception into a modern touchpoint that automates mandatory processes, safety briefings, and security checks. Your team is noticeably relieved, visitors enjoy a smooth experience, and you always know who is on site in real time.

friendlyway VISITOR FLOW is more than visitor management — it is an investment that pays off.



- **Compliance Confidence**
  Achieve end-to-end compliance and audit-ready documentation — helping you reduce risk across critical infrastructure and GDPR requirements.
- **Complete Physical Security & Control**
  Connect directly to your access control system to prevent unauthorized entry. In an emergency, real-time attendance lists support fast, safe evacuation.
- **Measurable Productivity Gains**
  Free your team from routine admin tasks so they can focus on higher-value work.
- **An Excellent Visitor Experience**
  Strengthen your brand and create a modern, seamless, and professional first impression.

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Visitor journeys made simple with VISITOR FLOW

1

Invitation & Planning

- Invitation sent via Outlook
- Visitor receives QR code and key details

2

Arrival & Check-In

- Scan at the kiosk
- Data verification
- Welcome message

3

Security & Compliance

- View safety briefing
- Digital signature
- ID check

4

Badge & Access

- Automatic badge printing (paper/card)
- Door opening via RFID

5

On-Site Stay & Emergency

- Host notification
- Evacuation list

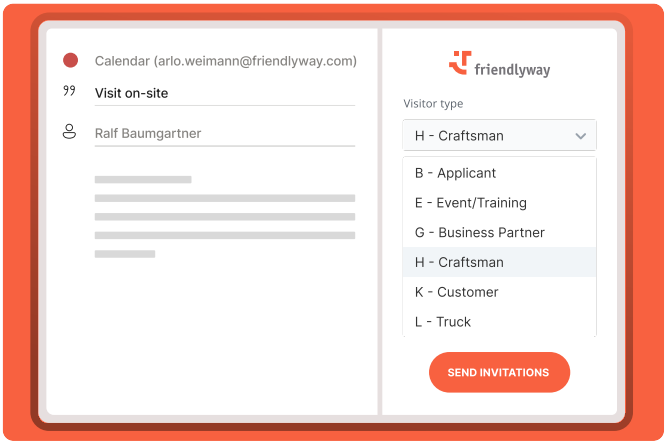
6

Check-Out

- Scan at the kiosk
- Badge return
- Status update

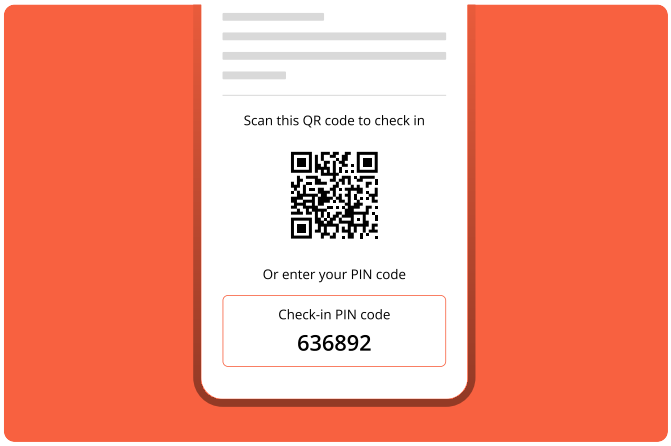
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1. The perfect visit starts before arrival



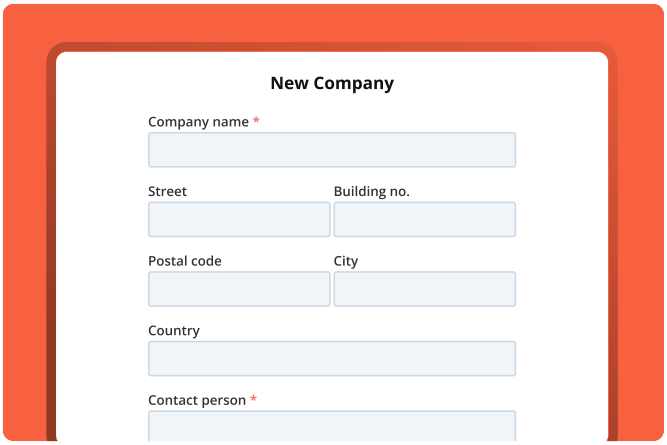
Outlook Add-in

Schedule visitors directly in your familiar Outlook calendar. The system syncs the data and sends professional invitations in your corporate design.



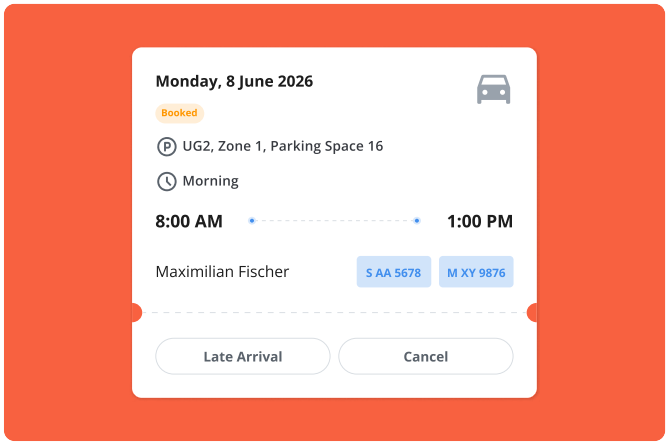
QR Code & Details by Email

Guests automatically receive their personal QR/PIN code for check-in, along with directions — delivered conveniently to their smartphone by email.



Contractor Management

Manage external service providers, contractors, and their certificates centrally in one place.



Parking Management

Reserve parking spaces directly when sending the invitation. Guests can open the barrier easily using a QR code or license plate recognition.

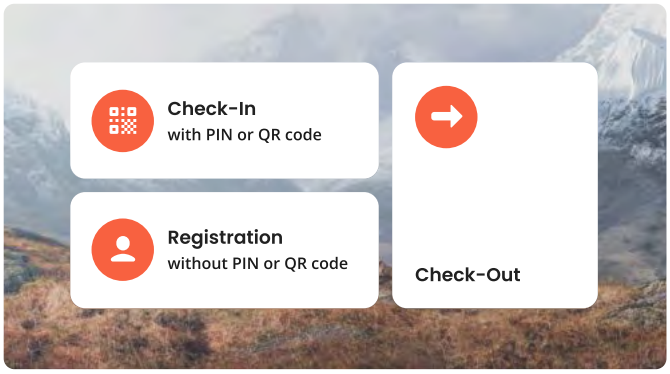
No retyping. No missing information. Your employees stay in their familiar working environment.

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2. Reception without the wait



Avoid queues and welcome every guest personally — even when reception is especially busy.



Fast Self-Check-In in Seconds

Scan a QR code, verify details, and you're done. Registration is completed in just a few seconds.



Kiosks That Fit Right In

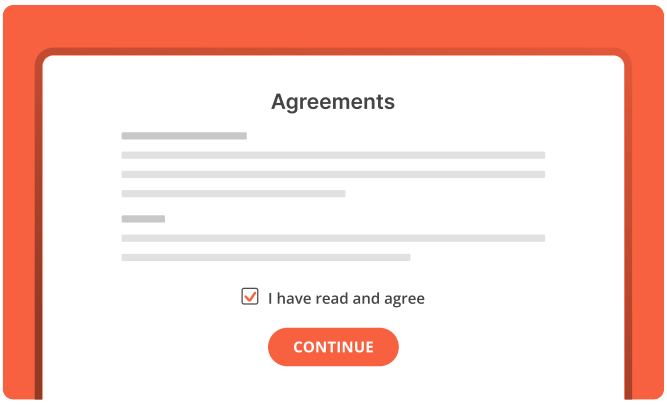
Whether tablet or elegant lobby kiosk, the hardware blends seamlessly into your space.

A modern welcome experience that reflects innovation while saving valuable staff resources.

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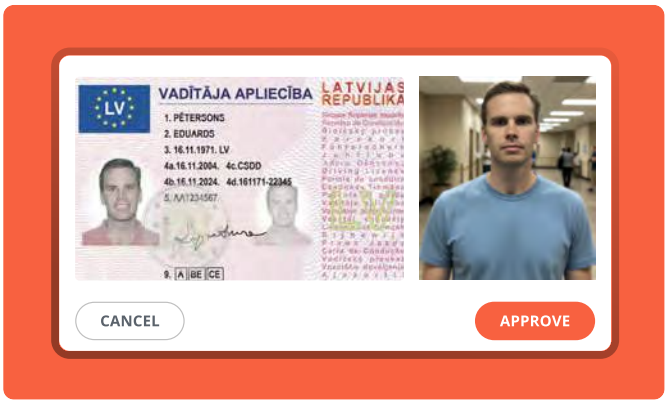
3. Security without compromise: Safety briefings & ID checks

Compliant, liability-conscious processes help protect your organization. friendlyway helps ensure that only authorized visitors enter your premises.



Interactive Safety Briefings

Safety videos and questionnaires are completed directly on screen. No digital signature? No access.



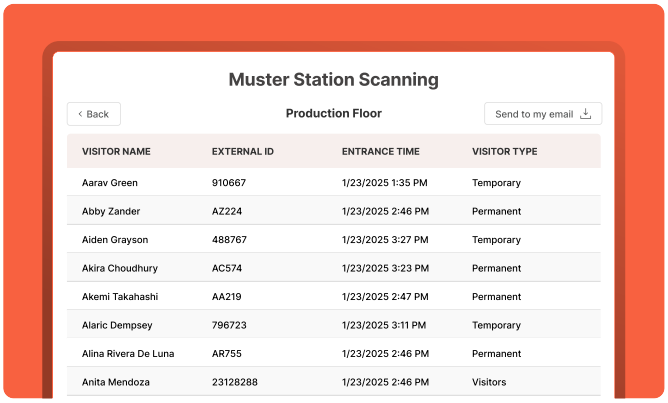
Automated ID Verification

The integrated passport scanner reliably reads ID cards and driver's licenses.



Biometrics (optional)

For high-security areas, the camera compares the visitor's face with the photo on their ID document.



Audit-Ready Documentation

Every process is documented end to end — ideal for audits and critical infrastructure requirements.

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4. Your pass into the building

From paper badges to digital wallets: integrate the access solution that fits your brand, your processes, and your security requirements.



Apple Wallet

Fully digital visitor identification. Guests keep their pass securely on their phone, including automatic updates and QR code.



Reusable RFID Access Cards

These access cards can be easily encoded and prepared for the next guest after each visit. The secure choice for integration with your access control system.



Paper Badges

Fast on-demand printing at the kiosk for immediate on-site identification.



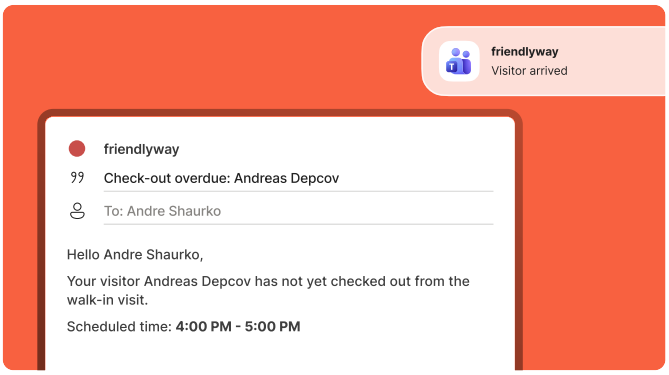
Self-Adhesive Labels

Flexible thermal paper stickers that attach directly to clothing — no clips or holders required.

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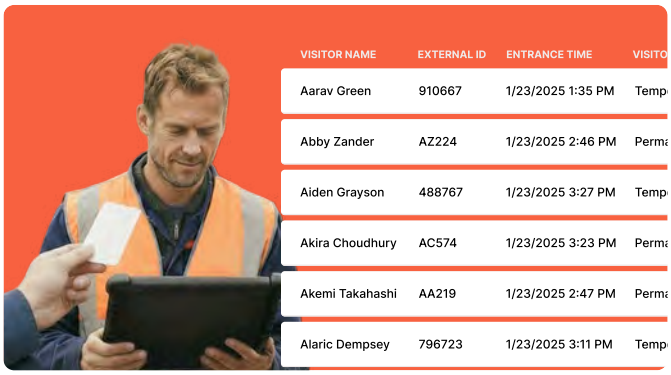
5. Stay informed and in control — even in an emergency

Maintain full visibility of everyone on site and respond immediately in critical situations.



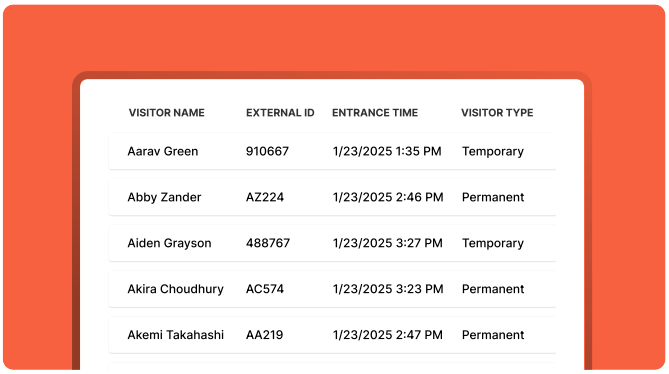
Smart Notifications

As soon as a guest checks in, the host is notified via SMS, Microsoft Teams, or email (“Your visitor is waiting in the lobby”).



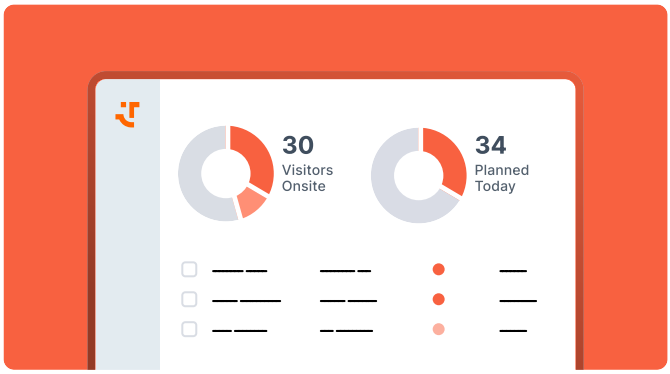
Evacuation at the Touch of a Button

In the event of an evacuation, fire alarm, or emergency, trigger instant alerts across all displays. Safety officers receive a real-time list of everyone on site on their mobile device, helping them coordinate the evacuation quickly and safely.



Complete Visitor Logs

The system automatically records every visit in an audit-ready format. Audits and compliance checks can be completed quickly and easily.



Live Dashboard

The real-time dashboard shows how many guests are checked in, which appointments are coming up, and current reception activity — giving you full control at all times.

Maximum transparency for greater security and outstanding service.

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6. The final step — secure and compliant

Close the security loop and maintain seamless compliance until every visitor has verifiably left the building.



Real-Time Presence Data

Whether visitors check in or check out, the system updates the status of everyone on site in real time.

Secure Badge Return

An automatic card collector at the kiosk retrieves RFID cards safely — preventing lost badges and unauthorized access.

Audit-Ready Visit History

Accurate, GDPR-compliant documentation gives you maximum confidence during compliance audits.

A complete security loop with precise documentation of every visit.

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Smart add-ons
for the perfect visit

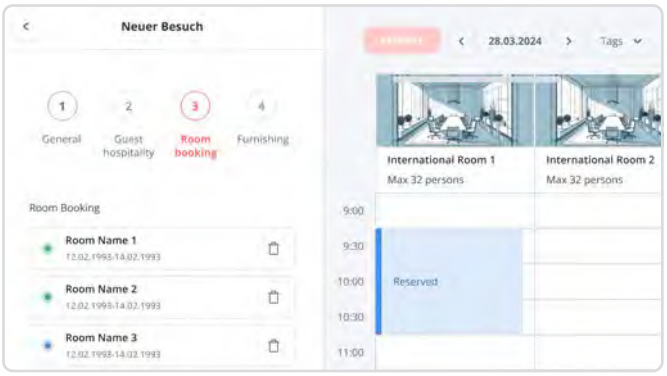
Extend your visitor management exactly where you need it. Our modular add-ons integrate seamlessly into the invitation process and help ensure smooth, well-organized meetings.

Top add-ons



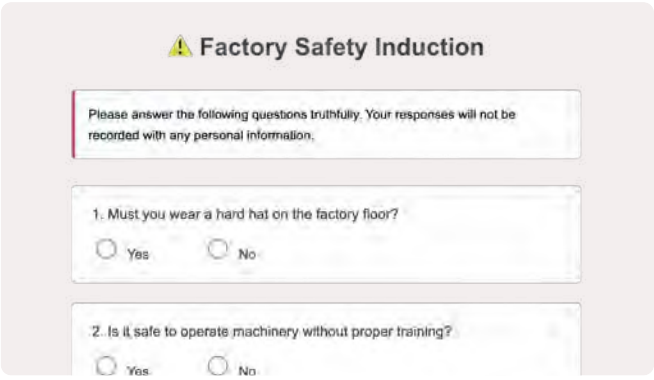
Microsoft Teams Calling

Your employees are often on the move? No problem. Visitors can contact their host directly from the kiosk via Microsoft Teams call.



Room Booking & Workspace

Reserve the right meeting room directly when sending the invitation. View availability in real time and add equipment on demand.



Safety Briefings & Pre-Check-In

Create complex forms and let visitors confirm their knowledge from home or at the kiosk — fully documented and audit-ready.

One workflow that connects organization with hospitality.

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Wayfinding & Information: helping visitors find their way

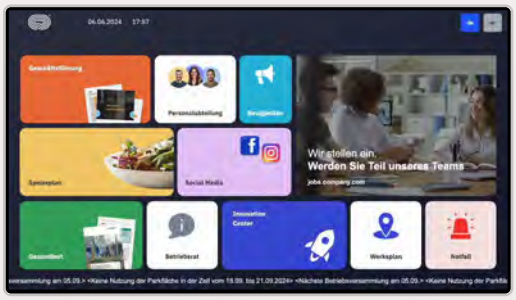
Large campus or complex building? Don’t leave visitors on their own after check-in. Our solutions guide your guests safely to their destination.

Seamless add-ons



Interactive Wayfinding

From the kiosk straight to the meeting room: visitors select their destination on the touchscreen and receive visual route guidance — also available to download to their smartphone.



Digital Signage & Welcome Messages

Make better use of kiosks and displays in waiting areas. When no one is checking in, screens can show corporate videos, news, or a personal welcome message for VIP guests.



Room Signage

Digital door signs automatically show whether a room is occupied or available, synchronized with your calendar and visitor management system.

Communicate in a modern, professional way.

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The digital gatehouse for efficient logistics processes



What works for visitors in the lobby also works for logistics: time is money. Digitize the handling of truck drivers and suppliers — robust, reliable, and efficient.

Driver Check-In Without Language Barriers

Drivers from around the world can check in independently at the kiosk in their own language.

Documents & Freight Papers

Driver's licenses are scanned, safety briefings are completed, and freight documents are captured directly.

Smart Yard Access

Are all details correct? With integration into the yard management system, the barrier opens automatically, reducing workload for your site security team.

Automated processes for smooth traffic flow across your site.

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Our kiosk family

The right fit for every location: robust, elegant, made in Germany.



friendlyway Empire 22 Pro

The robust choice.
Metal housing, ideal for industrial environments and truck gatehouses.



friendlyway Impress 43

The representative one.
A large-format kiosk for lobbies, wayfinding, and reception areas.



friendlyway Counter 22

The all-rounder.
Perfect for self-service and video consultation.



friendlyway Counter 12

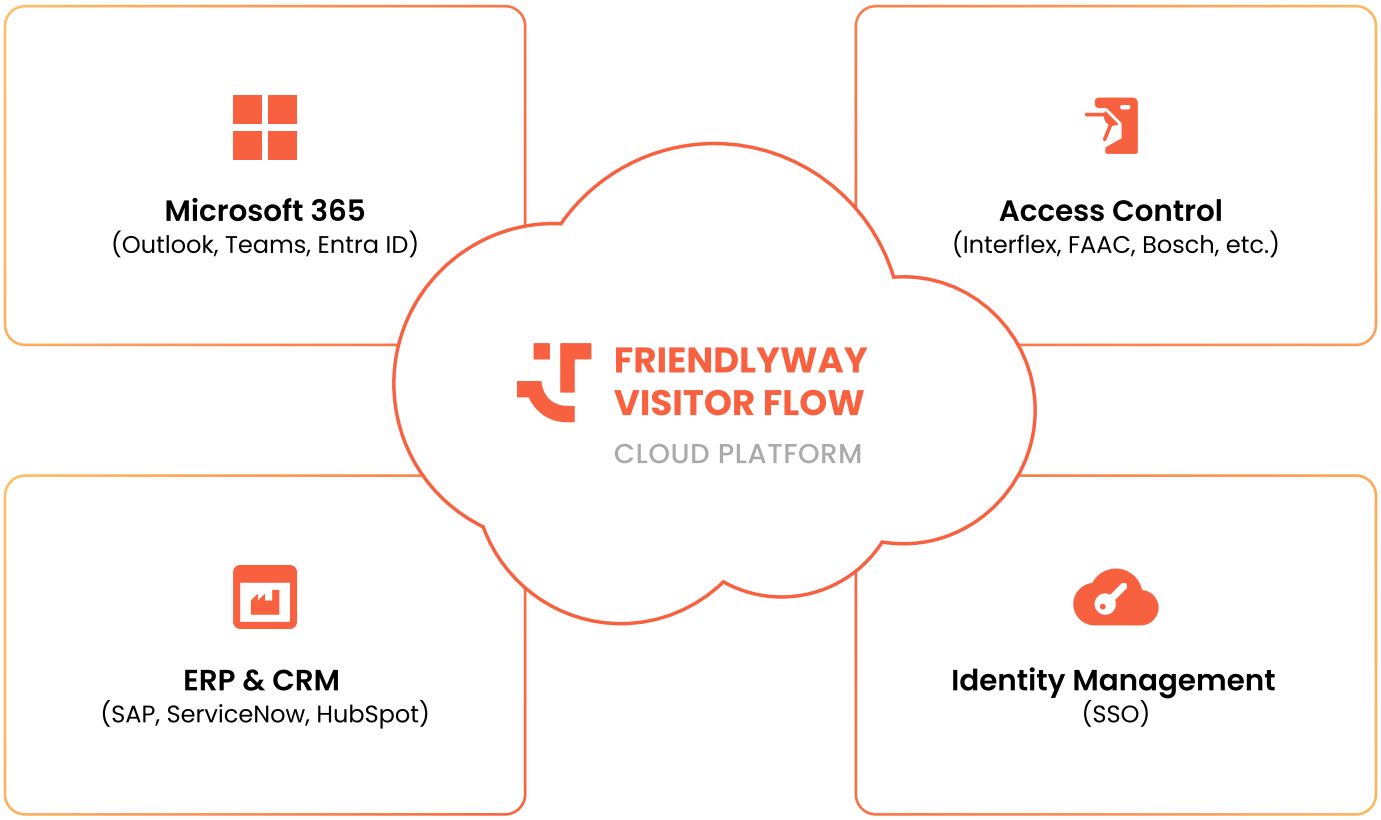
The compact choice.
A powerful desktop device for the reception desk.

Our kiosks are modular, durable, and certified for 24/7 operation. Combine printers, scanners, and cameras exactly as your process requires.

friendlyway© is a registered trademark of SaM Digital Solutions GmbH

Seamlessly integrated. Built for the future.

friendlyway integrates seamlessly into your digital ecosystem. Our API-first architecture connects VISITOR FLOW with the tools you already use.



Works with these and many other solutions

Microsoft 365

Deep integration with **Outlook** for invitations, **Teams** for calls and notifications, and **Entra ID** for user management.

Access Control — PACS

We speak the language of your security infrastructure. Integrations with **Interflex, FAAC, Magnetic**, and **Bosch** connect directly to turnstiles and barriers.

Business Applications — ERP & CRM

Connect visitor data directly with your core processes. We provide interfaces to **SAP** (e.g., for logistics and delivery notes), **ServiceNow**, and **HubSpot**.

Identity Management — SSO

Single Sign-On support for maximum security and convenience when employees log in.

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Success stories that speak for themselves

Every industry has its own rules. friendlyway VISITOR FLOW adapts to them. See how we help master complex requirements across industry, critical infrastructure, and service environments.



friendlyway Empire 22 kiosk at the entrance to inprotec's headquarters in Heitersheim

inprotec GmbH

Challenge

High manual workload at reception and strict security requirements.

Solution

Fully automated self-check-in using a robust outdoor kiosk.

Result

A **10x faster check-in process** and **5x lower reception costs** — with complete, audit-ready documentation.



friendlyway Empire 22 Pro kiosk

Stadtwerke München (SWM)

Challenge

Balancing efficient visitor service with the extremely high security requirements of critical infrastructure.

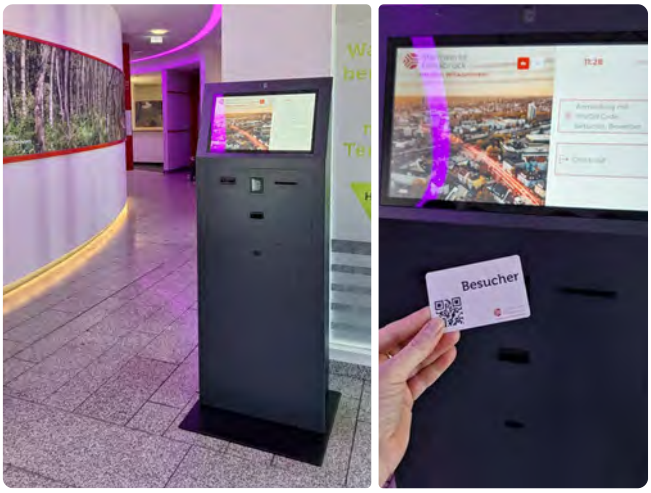
Solution

Multifunctional self-service kiosks that combine security checks with visitor guidance.

Result

Maximum security for sensitive areas, while keeping visitor flow smooth and efficient.

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friendlyway Empire 22 Pro kiosk

Stadtwerke Osnabrück

Stadtwerke Osnabrück

Challenge

High administrative workload caused by paper-based reception processes. The manual check-in process was inefficient and provided no transparency about who was currently in the building.

Solution

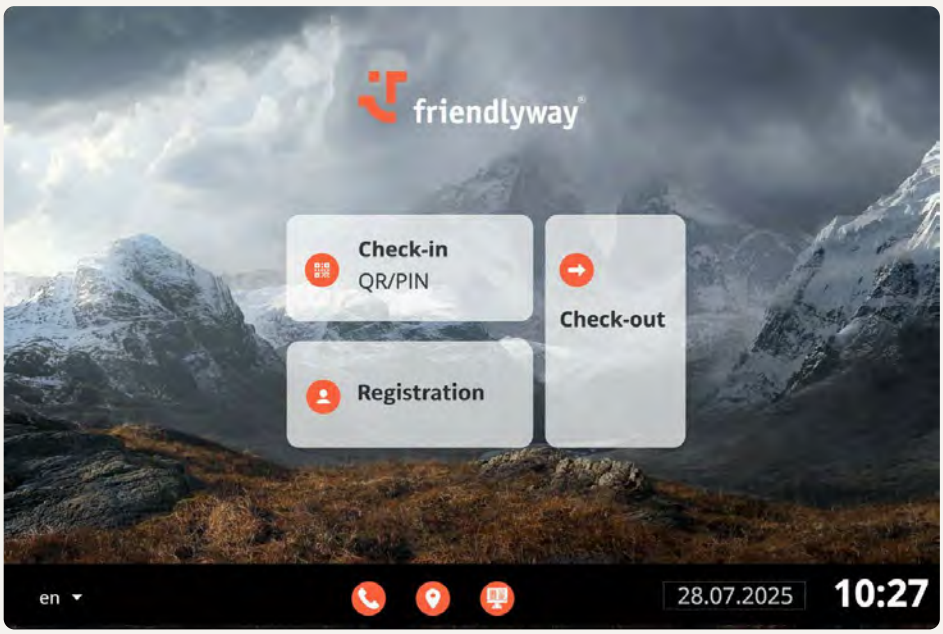
Transition to digital visitor management with the friendlyway platform — including automated safety briefings with digital signatures and instant visitor badge printing.

Result

A **70% time saving at check-in** and **significant relief for reception staff**. The new compliant, paperless process also provides a complete real-time overview of all guests in the building.

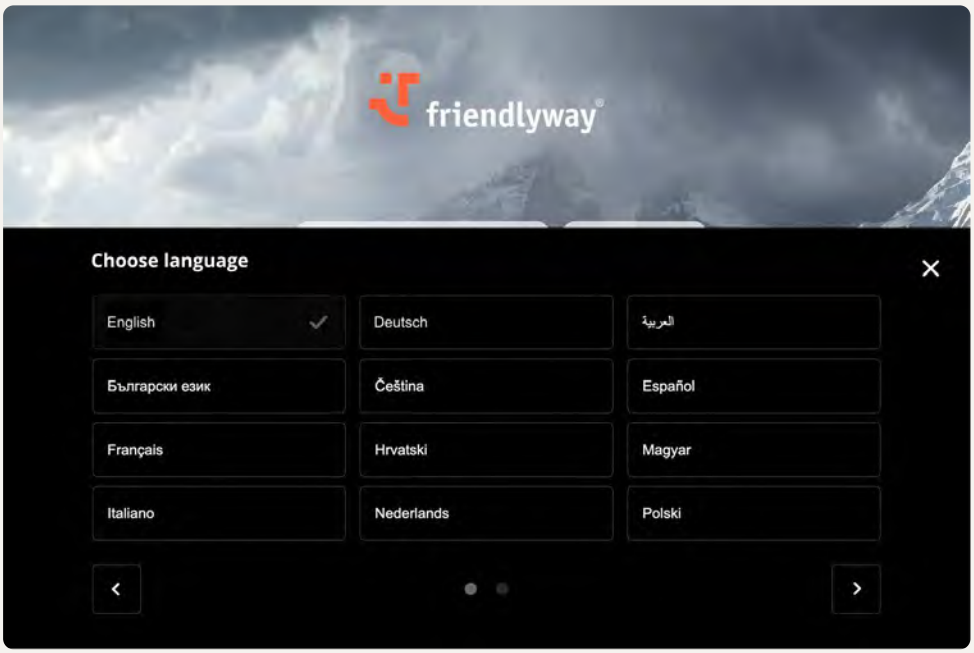
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friendlyway VISITOR FLOW in action



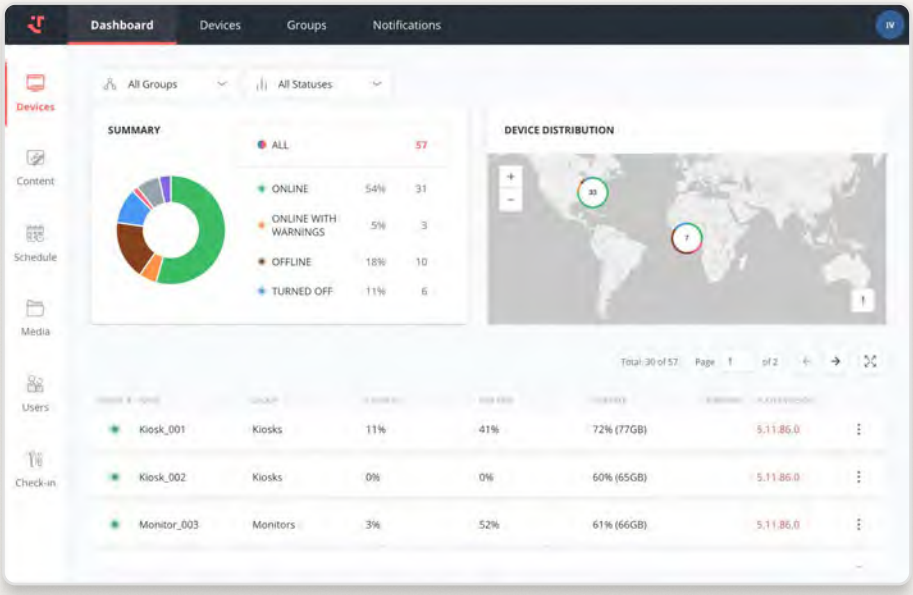
Simple kiosk check-in

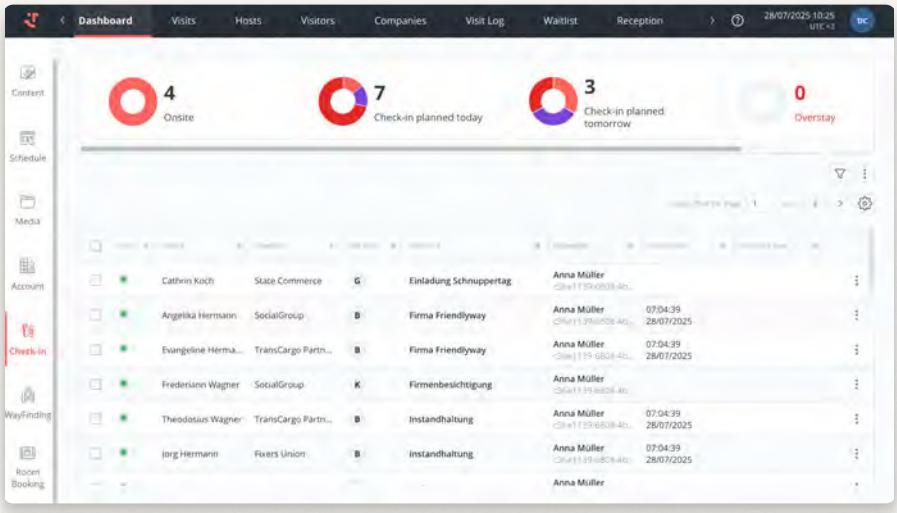
Kiosk user interface in 16 languages



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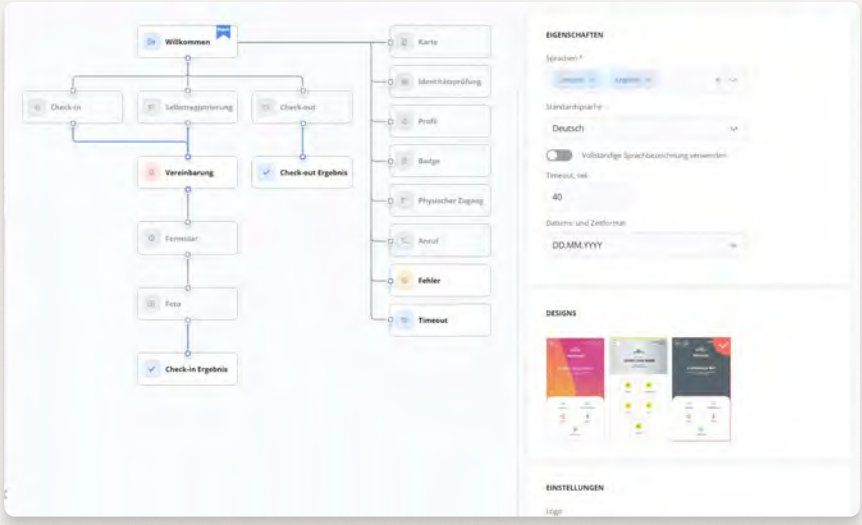
Effortless device monitoring





Centralized check-in overview

Custom workflow creation



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friendlyway®

Start your digital visitor management journey today

Let’s design the ideal visitor workflow for your organization — efficient, secure, and tailored to your needs.

Schedule a free, no-obligation consultation. Our experts will be happy to show you how friendlyway VISITOR FLOW works in your environment.



Book a demo
www.friendlyway.com/demo



Call us
+49 89 58 80 44 40



Email us
info@friendlyway.com

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