Visitor Management

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Give visitors the best experience from the moment they *open the door*

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Best Visitor Management Brands

Pricing, features and functioning of the main visitor management brands

Content

Enjoy this guide

As one of the main pillars of office security, visitor management is often on our minds at Kisi. Being able to have a healthy visitor management workflow allows you to polish up your security, to keep undesired users away, and to feed data to your dashboard with visitor logs.

In this guide we will go through some of our favourite visitor management systems and deep-dive into their features and price points. Our goal is to offer you the best possible overview of the VM market and show you how access control inevitably gets into the equation.

Enjoy the guide and let us know if you have any questions or doubts. In that case, let our sales team know through this link.

Have a great read,

The Kisi Team

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Introduction

Visitor management refers to the policies and practices that a company or an organization uses to manage their visitor flow. It usually refers to the visitors of a specific building or group of buildings, and it can entail slightly different things depending on the use case.

What is a Visitor?

This question might sound rhetorical, but it is important to define who is and is not a visitor before installing or upgrading your visitor management system.

A visitor can be defined as every individual that tries to enter your facility but does not belong to your organization.

This definition, even if limited by the context, gives a pretty easy explanation of who goes through a visitor management system before arriving at your office door.

Visitors can be more or less frequent and belong to many different categories. Let's see some examples:

• Janitors and cleaning personnel are frequent visitors, as they visit your facility regularly. Because of the nature of their job, the cleaning personnel has, in some cases, full access and gets the same treatment as employees in terms of access credentials and experience.

• Couriers and delivery companies. These visitors are also regulars.

• Consultants could also be considered as visitors but are often given access like employees.

• Job interviewees and business partners. These visitors are more likely to visit your facility 1-2 times.

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Why is Visitor Management Important?

Depending on the use case, visitor management assumes different levels of importance. In general, it is always useful to have a clear overview of how external individuals interact with your facility. This, in fact, can help out in case of security breaches and add an extra layer of security in terms of visitor screening.

For schools, the importance of visitor management is heightened in the screening part of the process. Keeping unwanted visitors away from the kids is the priority of every school, and that's how VMSs contribute to school security.

When it comes to offices, on the other hand, visitor management systems are extremely helpful for both preventing unwanted users from entering the facility (former employees, scammers, burglars) and helping out in case of a security breach. Knowing who was in the facility when an item was stolen or a door was forced can be very helpful.

Best Visitor Management Systems on the Market

Finally it's time to dive into the best visitor management brands. It might be useful, before starting with the reviews, to explain which were the criteria for choosing the scores.

If you have read our extensive guide on visitor management systems, you know that there are some features that we do value more than others. For example, the background check feature, which checks the record of the visitors, is useful in determined cases (for example, if the VMS is used in a school) but not always.

Every brand will be evaluated on their pricing, on their feature portfolio, on their ease of use, and on their solutions' advantages and disadvantages. After this analysis we will give each brand a grade between 1 (lowest) and 5 (highest).

Envoy

Overall: 5/5

Envoy is an extremely well-known and respected option. They've been a leader in the industry for years, and they're always looking to innovate and improve the visitor experience. The sign in process is very straightforward, and you can create custom criteria for entry and screen visitors before they enter. Plus, employees can be automatically notified when their visitor arrives.

They also give users the option to send visitors important info pre- and post-visit, like forms and directions. Envoy has recently added desk and conference room booking features, and additional services like delivery management and employee scheduling integrations.

Envoy also integrates with Kisi, allowing you to sync your visitor log with your access control system to make the visitor experience even easier for your guests and your staff.

Pricing

Envoy offers a free plan with limited features, a standard plan for $99/month/location, and a premium plan for $299/month/location. They'll also create custom enterprise solutions for large companies.

Features				Advantages	
	NDAs	Yes			Ease of use
	Visitor log	Yes			Wide integrations portfolio
	Process images	Yes			Works great on iOS
	Easy of use	10/10			
				Disadvantages	Some users complain about crashes on Android

Eden Workplace

Overall: 4.8/5

Eden Workplace offers a suite of products and services for office management, including visitor management. Within the Eden Workplace system, you can easily pre-register guests and sign in your visitors, as well as screen them for any safety concerns before they enter your space.

They offer similar services to other visitor management software, like the ability to send visitors forms and information before they arrive. With Eden, guests can sign themselves in upon arrival. The system will then notify your employees, cutting down on wait time for both parties.

Eden Workplace integrates with Kisi, making it simple to check visitors into your space and track access events and giving you another layer of security and protection.

Pricing

The most basic plan for Eden's visitor management software is free, but comes with minimal features. The Accelerate plan, for $79/month/location, offers most of the features a small business would need.

For more advanced offerings, there's the Scale plan for $149/month/location, as well as custom enterprise solutions.

Features			Advantages	
	NDAs	Yes		Plenty of integrations
	Visitor log	Yes		Easy UX
	Process images	No		Many plans to choose from
	Easy of use	9/10		
			Disadvantages	Does not process images

Proxyclick

Overall: 4.5/5

Proxyclick has been around for a while, and they're fairly well-known for their visitor management software.

They make a clean, user-friendly product that can handle a variety of tasks, like visitor pre-screening, kiosk check-in, remote registration, and sending notifications to employees. It's an all-encompassing visitor management software, and they've been expanding their integration capabilities, making it even easier to work with.

Pricing

Proxyclick's most basic plan is the Prime plan, for $100/month. It includes many of the key features a business needs when it comes to visitor management, and additional features can be added to create a custom-built solution

The company also offers more hands-on introduction plans, starting at $1,700, which provide virtual consultations and step-by-step guidance to get you started, plus priority support for the first few months of use.

Like other software providers, Proxyclick can build custom enterprise solutions as well.offerings, there's the Scale plan for $149/month/location, as well as custom enterprise solutions.

Features			Advantages	Customizable templates
	NDAs	Yes		One of the biggest feature portfolios on the market
	Visitor log	Yes		Easy sign-in
	Process images	Yes	Disadvantages	Does not allow yet for multiple locations management
	Easy of use	8/10		

Sine

Overall: 4.5/5

Sine is another top-rated visitor management software. Customers say it's very simple to set up, and straightforward for users on both the admin and visitor side.

Sine offers contactless sign-in from mobile devices, which means no additional hardware to install and no wait time for visitors when they arrive on site. Employees can receive notifications when their visitors arrive and can accept or reject visitor requests.

They offer a unique check-in service, where visitors scan a QR code outside the building or office they're requesting to enter. This means there's no need for a receptionist to screen visitors or manage the check-in process.

Pricing

Sine is very competitively priced, starting at $49/month/ location, best for workplaces expecting around 25 check-ins a day.

From there, they have the Medium plan for $79/month/ location, and the Large plan for those with 150 check-ins a day for $149/month/location. They also offer an enterprise custom solution.

Features			Advantages	
	NDAs	Yes		Great UI for the users
	Visitor log	Yes		Very rich features portfolio
	Process images	No		Highly customizable
	Easy of use	10/10		
			Disadvantages	App and dashboard may experience small bugs or crashes

splan ☑

Splan

Overall: 4/5

Splan works to enhance the guest check-in experience and take away the pain of manually tracking visitors. It allows visitors to pre-register online or through their app, and will automatically perform background checks for you.

The visitor's information can then be edited by employees without needing an administrator or front-desk worker stepping in.

Splan also sends notifications to employees and visitors upon check-in and check-out, and can use facial recognition to remember returning visitors. You can also print visitor badges, which can be customized under some of Splan's plans.

Pricing

Splan's Standard plan is $129/month/location and includes unlimited visitor registration, but fewer features and customization options.

The Premium plan, for $249/month/location, includes more customization and integrates with your employee directory. Lastly, the Advanced plan is $399/location/month and offers the most comprehensive list of features.

Features			Advantages	
	NDAs	Yes		Most mobile-friendly solution
	Visitor log	Yes		Great alerts and notifications setup
	Process images	Yes		Good support
	Easy of use	7.5/10		
			Disadvantages	Legacy-looking dashboard
				Poor customization options
				Slightly more expensive than average

RAPTOR
TECHNOLOGIES

Raptor

Overall: 3.5/5

Raptor is focused primarily on visitor management in schools. Their software can screen any visitor, performing background checks to ensure your space stays safe. Plus, they offer screening questionnaires before guests arrive or at the door.

Raptor can also check visitor's names against state databases, as well as against custom databases created by users. If visitors set off a red flag, it alerts administrators and security.

For safe visitors, Raptor can print badges that are customized to your location. The software can also generate comprehensive visitor logs for both individual locations and multiple locations within a network.

Pricing

Raptor's visitor management software starts at $595/year/location. They also offer options to add volunteer management and emergency management, both of which are customized for the site they would be used at.

Features				Advantages	Optimized for schools and universities
	NDAs	No			Great COVID19 screening features
	Visitor log	Yes			
	Process images	Yes		Disadvantages	Expensive compared to other solutions
	Easy of use	7/10			Legacy approach to visitor manage-

The Receptionist

Overall: 4.7/5

The Receptionist is one of the new players in the crowded visitor management systems market. The solution is studied for companies that require flexibility and really focuses on making sure that all the companies needs are fulfilled.

The tool allows users to sign NDAs, store visitor logs, issue badges, and it has now introduced new contactless check-in features for improved hygiene. Furthermore, you can customize the questionnaires you want customers to answer and easily store the answers and data in the cloud.

Finally, communication is given a central role with The Receptionist as the company works with SMSs and Slack on top of the standard email messaging.

Pricing

The pricing is one of the lowest between all competitors, as mentioned earlier.

The Basic plan starts at $49 per month and scales up depending on the number of employees.

Premium starts at $99 for 25-49 employees, then Pro at $149 for 50-99 employees and, finally, Enterprise at $249 for 100+ employees.

Features			Advantages	
	NDAs	Yes		Very rich features portfolio
	Visitor log	Yes		Highly customizable
	Process images	Yes		Cheap if you're a small business
	Easy of use	9/10		
			Disadvantages	Tends to be a little expensive for middle-sized businesses
				Not many integrations

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Traction Guest

Overall: 4.5/5

Traction Guest is one of the most known visitor management systems for enterprises. Their solution is studied for bigger companies and, for this reason, it has a rich portfolio of features and integrations. Its nature makes Traction Guest optimal for compliance and NDAs.

The solution allows you to perform all the basic visitor management operations for the front desk and has now implemented new pre-screening features for improving hygiene.

Pricing

Since it's made for bigger enterprises, the pricing tends to be a little higher than the competition. One characteristic of Traction Guest is that the pricing is not only per month but per month/per iPad used.

The Essential plan starts at $115 per month/per iPad and is ideal for companies with one location. Plus starts at $195 per month/per iPad and has a few more features that adapt to companies with multiple locations.

Enhanced starts at $275 per month/per iPad and is definitely suitable for global companies that want to use a unified visitor management software.

Features			Advantages	
	NDAs	No		Very reliable
	Visitor log	Yes		Highly customizable and brandable
	Process images	Yes		Lots of integrations
	Easy of use	8/10		
			Disadvantages	Very expensive
				Above-average complicated and difficult to set-up

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iLobby

Overall: 4.8/5

iLobby is one of the leading cloud-based visitor management systems for enterprise organizations.

The extensive feature set includes health questionnaires, capacity management, screening tools, evacuation plans, data security tools and more.

The company currently serves thousands of customers worldwide including Pepsi, LG, Boeing, Nikon and more.

Pricing

iLobby's offers a basic free plan as well as a 14-day free trial on their Corporate and Enhanced plans, which respectively start from $199/month and $275/month.

Additional features and services are available in their Enterprise plan which comes with custom pricing based on the project.

Features			Advantages	
	NDAs	Yes		Extensive features
	Visitor log	Yes		Full company and product compliance
	Process images	Yes		Lots of customization options
	Easy of use	9/10		
			Disadvantages	Some complaints about integrations

Conclusion

Hopefully this overview was helpful in the process of looking for the best visitor management system. All of the brands that we've taken in consideration work very well in determined situations, so it is up to you to choose the one that better suits your needs.

Before you start choosing, however, we do have some additional tips. As you know, access control is central in Kisi's mission to connect people and spaces. Having a safe space is, in our opinion, the first step into creating a positive environment at the office—and visitor management definitely has some importance in this process.

Our customers know the quality that Kisi can bring to your company and, for this reason, they tend to choose visitor management systems that can easily integrate with our solution.

Having a sound integration between visitor management leads to fewer security breaches, fewer false alarms and, maybe most importantly, less maintenance work for the admins and office managers. For this reason, we've especially valued the companies that integrate with cloud-based access control systems.

If you are interested in knowing more about visitor management systems, we suggest you take a look at our extensive guide. If, on the other hand, you are interested in exploring what access control can bring to your company, let us give you some resources that might be useful.

Kisi Visitor Management feature
How Kisi Works
Kisi Product overview

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Visitor management   Overview

E Envoy					

Features	NDAs	Yes	*Advantages*	Ease of use
	Visitor log	Yes		Wide integrations portfolio
	Process images	Yes		Works great on iOS
	Easy of use	10/10		
			Disadvantages	Some users complain about crashes on Android
Plans			Standard	$129/month/location
			Premium	$249/month/location

✧ eden

Features	NDAs	Yes	*Advantages*	Plenty of integrations
	Visitor log	Yes		Easy UX
	Process images	No		Many plans to choose from
	Easy of use	9/10		
			Disadvantages	Does not process images
Plans			Accelerate	$79/month/location
			Scale	$149/month/location

Visitor management   Overview

Features	NDAs	Yes	Advantages	Customizable templates
	Visitor log	Yes		Rich features portfolio
	Process images	Yes		Easy sign-in
	Easy of use	8/10		
			Disadvantages	No multiple locations management

Plans			Prime	$100/month/location
			Scale	$49/month/location

Features	NDAs	Yes	Advantages	Great UI for the users
	Visitor log	Yes		Rich features portfolio
	Process images	Yes		Highly customizable
	Easy of use	10/10		
			Disadvantages	App and dashboard may experience small bugs or crashes

Plans			Basic	$49/month/location
			Medium	$79/month/location
			Large	$149/month/location

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Overview

Features	NDAs	Yes	*Advantages*	Most mobile-friendly solution
	Visitor log	Yes		Great alerts and notifications setup
	Process images	Yes		Good support
	Easy of use	7.5/10		
			Disadvantages	Legacy-looking dashboard
				Poor customization options
				Slightly more expensive than average

Plans			Standard	$129/month/location
			Premium	$249/month/location
			Advanced	$399/location/month

RAPTOR
TECHNOLOGIES

Features	NDAs	No	*Advantages*	Optimized for schools and universities
	Visitor log	Yes		Great COVID19 screening features
	Process images	Yes		
	Easy of use	7/10		
			Disadvantages	Expensive
				Legacy approach to visitor manage-ment

| *Plans* | | | Standard | $595/year/location |

Visitor management   Overice

The **Receptionist**

Features	NDAs	Yes	*Advantages*	Rich features portfolio
	Visitor log	Yes		Highly customizable
	Process images	Yes		Cheap for small businesses
	Easy of use	9/10		
			Disadvantages	Expensive for middle-sized businesses
				Not many integrations

Plans			Basic	$49/month/location
			Medium	$99/month/location
			Pro	$149/month/location

Features	NDAs	Yes	*Advantages*	Very reliable
	Visitor log	Yes		Highly customizable and brandable
	Process images	Yes		Lots of integrations
	Easy of use	8/10		
			Disadvantages	Very expensive
				Complicated, difficult to set up

Plans			Essential	$115 per month/per iPad
			Plus	$195 per month/per iPad
			Enchanced	$275 per month/per iPad

Visitor management

Overview

iLobby

Features	NDAs	Yes
	Visitor log	Yes
	Process images	Yes
	Easy of use	9/10

Advantages
Extensive features
Full company and product compliance
Lots of customization options

Disadvantages
Some complaints about integrations

Plans

Corporate $199/month/location
Enchanced $275/month/location
Enterprise   Custom per project

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