



Virtual Concierge & Visitor Management



Even in low traffic times and areas, visitors may still attempt to access a site. More efficient than staffing a low-traffic entryway, our virtual concierge service uses cameras and two-way audio at the customer facility to enable G4S Risk Operations Center (ROC) operators to remotely verify the identity and admit authorized people through doors, gates or other entry portals. This is effective for staff, visitors, residents and contractors.

The G4S monitoring staff can also facilitate and monitor the delivery of packages after hours or at unattended entry points. Use of cameras and two-way audio allows our operators to perform many of the functions that typically require a doorman or guard standing post. Visitors who are not authorized to be admitted through the access point can be redirected to an appropriate entrance by the virtual concierge, and escalation procedures ensure that proper response can be called in the event of an attempt at forced entry.

Features of this service

- Provides remote verified access to your facility at doors, gates, etc.
- Reduces the cost of a doorman, guard or concierge
- Facilitates the delivery of packages when doors are unattended
- Customized reports

Ideal Applications

- High-rise residential buildings
- Gated communities
- Healthcare facilities
- Data centers
- Office buildings
- Industrial facilities

