

Automating Airport Facility Management

Balancing Fast & Accurate Sign-in Processes With Security Needs for Airport Visitors, Workforce, and VIPs



Toronto Pearson International Airport, Mississauga, Ontario, Canada

The Landscape

Greater Toronto Airports Authority (GTAA) operates Toronto Pearson International Airport. In a highly regulated and secure environment, they came to iLobby seeking a powerful solution to manage and streamline complex and time-consuming processes. Stuck with a manual check-in process, GTAA needed to expedite sign-ins and reporting, without compromising security or compliance.

“...

It was very collaborative, right from the get-go.

— **Jeff Thorn,**
Manager of Security
Operational Support, GTAA

The Challenge

Before working with iLobby, GTAA's visitor management was a long and tedious process. Visitor and workforce induction involved stickers, PVC passes, and manual check-ins. The average check-in was 10 to 15 minutes and could take as long as an hour. Signing-in groups was especially slow, having to repeat the process for each individual.

Manual sign-ins wasted too much time, especially in a facility that processes a high volume of daily visitors. From snow removal to construction to visitor passes, GTAA needed a way to complete check-ins quickly.

If time is money, manual visitor registration is expensive. But it wasn't just the hours that added up. Manual processing also meant errors were easy to make.



Choosing iLobby

To resolve GTAA's challenges, iLobby provided visitor sign-in kiosks and software controlled from a centralized dashboard. The sign-in kiosk is self-guided, allowing guards to spend time on other important tasks. Meanwhile, the automated process was much faster, moving people through registration and printing off visitor badges in as little as 1 to 2 minutes – up to 15 times faster. The dashboard allows a single user to view and manage multiple locations and entrances remotely.

With a simple, intuitive sign-in, the visitor kiosk improved accuracy as well. Guest badges won't print until all steps and information is fully complete. People with accessibility or language barriers can take advantage of an assisted sign-in feature if extra support is needed to complete registration.

GTAA was driven to address three significant obstacles:



Complex, high-security environment



Stuck using manual facility management processes



Strict Laws and Regulatory Requirements

“...

With [VisitorOS], there are checks and balances that we have within the system. When requesting to issue a pass, we can check with our list on our security system to ensure that people are valid.

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Being a high security environment in the aerospace industry means having to meet strict regulatory standards, both internally and externally. Protecting sensitive information, tracking who is in the facility, and conducting visitor screening is essential. To achieve this, guards were again stuck with tedious manual tasks, performing reviews and checking systems to verify and validate



GTAA's Adoption of VisitorOS Achieved the Following Results:

- ✓ **90% Reduction in time to issue visitor passes**
- ✓ **Performing reports takes 30 seconds, down from hours or days**
- ✓ **Centralized dashboard allows a single user to manage multiple locations remotely**
- ✓ **Groups are quickly processed and staff can be automatically assigned**

individuals. A slow task that ate up valuable person-hours.

The switch to automated visitor management overcame these barriers. According to Jeff Thorn, "With the present system, there are checks and balances that we have within the system. When requesting to issue a pass, we can check with our list on our security system to ensure that people are valid."

Inductions now automatically screen visitors



The results were what we expected, and there's the capability of continuing improvement - and always good support.

— **Jeff Thorn,**
Manager of Security
Operational Support, GTAA

against internal and government lists for a faster, more secure environment.

Finally, generating reports – while important – was hardly worth doing in the original system. Whether providing KPIs, investigating situations, or doing basic audit reports, the time-to-benefit was just too much of a demand. Individuals had to sort through boxes of old certificates and passes by hand, which took too much time. The visitor management dashboard resolved this challenge immediately. The dashboard automatically stores each check-in with all submitted information. This makes it easy to sort and generate reports that used to take hours, if not days. Electronically generating reports resulted in a faster and more organized approach.

Feeling Left Out? Discover the iLobby Difference



- ✓ **Notify hosts of arrival**
- ✓ **Log accurate check-in times**
- ✓ **Complete training and induction**
- ✓ **E-sign documents (NDAs, GMPs, etc)**

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