



iLOBBY CASE STUDY: GTAA - OCT 2022

Automating Airport Facility Management

GOAL:

Fast and accurate sign-in process for GTAA's visitors, workforce, and VIPs.

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.

Story Continues on Next Page →



It was a pleasure to deal with the people you had on your team.

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



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Context:

We sat down with Jeff Thorn, Manager of Security Operational Support at GTAA, to discuss how iLobby is used at Toronto Pearson International Airport. The interview explores why iLobby was needed, how it was used in a high-security facility, and the results achieved.

Challenges:



Complex, High-Security Environment.



Stuck Using Manual Facility Management Processes.



Strict Law & Regulatory Requirements.

Before working with iLobby, GTAA's visitor management was a mostly long 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.** To resolve both challenges, iLobby provided visitor sign-in kiosks and software controlled from a central dashboard. **The dashboard allows a single user to view and manage multiple locations and entrances remotely.** 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.

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**



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

—Jeff Thorn,

Manager of Security Operational Support

SOLUTION:

**Bring GTAA's facility processes
up to speed with **automated
visitor management.****

**feature if extra support is needed to
complete registration.**

Being high-security environments, organizations in the aerospace industry have to meet strict regulatory standards, both internal and external. 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 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**



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our security system to ensure that people are valid."

Inductions now automatically screen visitors 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.**

Key Results Achieved by GTAA:



90% Reduction in time to issue visitor passes.



Performing reports takes 30 seconds, down from hours or days.



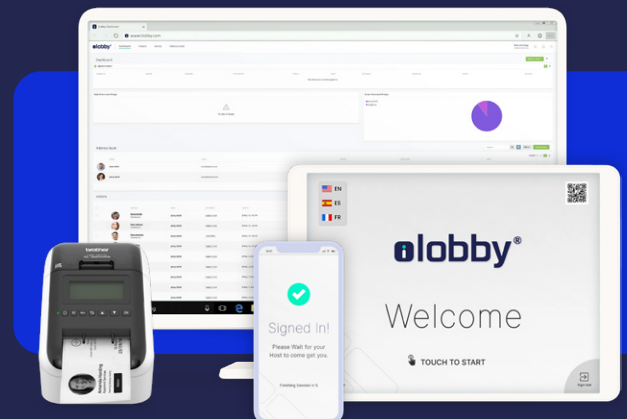
Centralized Dashboard Allows a Single User to Manage Multiple Locations Remotely.



Groups are quickly processed, and staff can be automatically assigned.

The Industry leader In **Facility & visitor Management for Complex Enterprises**

Deployed across more than 5,000 sites worldwide, iLobby powers complex work environments by optimizing and automating key facility processes to achieve regulatory compliance, enforce safety protocols, and drive site security requirements. The iLobby platform is supported by robust reporting, turnkey onboarding, and extensive configurability that ensures maximum impact in complex and regulated industries.



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