

Boosting Security and Efficiency with VisitorOS:

SMTC Corporation Enhances Visitor Management for Superior Compliance and Efficiency



SMTC Corporation Headquarters, Melbourne, Florida

The Landscape

SMTC Corporation, a leading manufacturer of printed circuit boards, has long been recognized for its dedication to high standards in both product quality and operational compliance. Operating across multiple high-stakes environments including locations in Melbourne, Florida, and Billerica, Massachusetts, SMTC Corporation has navigated the complexities of strict Department of Defense regulations and rigorous ISO/AS certifications with a global workforce of approximately 2,800 employees.



With our old system, the accuracy and completeness of information was inconsistent. Sometimes, you couldn't even read what was written down by a visitor.

— **Chip Seifert,**
Trade Compliance and Facility
Security Officer, SMTC Corporation

The Challenge

When Chip Seifert joined SMTC Corporation as the Trade Compliance and Facility Security Officer, he quickly realized that their visitor management system was severely outdated. SMTC Corporation relied on a manual sign-in log that posed significant compliance and security risks.

The manual system often resulted in incomplete or illegible visitor information, making record-keeping and tracking incredibly challenging. Visitors frequently failed to provide complete details, and the handwritten entries were sometimes unreadable. This inconsistency hindered accurate record maintenance and data retrieval, posing risks to compliance with regulations such as the Defense Federal Acquisition Regulation Supplement (DFARS) and the International Traffic in Arms Regulations (ITAR).

Moreover, the lack of a pre-registration and screening process heightened the risk of unapproved access. Visitors could show up unannounced, and there was no systematic way to screen them against government watchlists, a critical requirement for defense



With the increasing importance of complying with the State Department's rules, it became clear that we needed a more reliable system.

— **Chip Seifert**,
Trade Compliance and Facility
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contractors. As Chip delved deeper into his role, he realized the urgent need for a system that could ensure compliance with the State Department's regulations, particularly ITAR, which mandates strict control over defense-related materials and technology, and the Consolidated Screening List (CSL) used to check for individuals and entities subject to trade restrictions.

The turning point came during a government audit. Chip was tasked with providing metrics on visitor traffic, including the number of foreign nationals—a crucial compliance requirement under ITAR. He found himself manually counting entries in the logbook, a process that was both time-consuming and error prone. The auditors recommended adopting a digital visitor management system, reinforcing Chip's growing realization that SMTC Corporation needed to modernize its approach.

The challenges faced by SMTC Corporation underscored the urgent need for a more sophisticated and reliable visitor management system. Chip sought a solution that would ensure accurate visitor information, facilitate pre-registration and systematic screening, and streamline the auditing process to comply with stringent government regulations like DFARS, ITAR, and the CSL. The stakes were high: failing to address these issues could

SMTC Corporation set out to find a solution to help them address three main challenges:



Inconsistent and Incomplete Visitor Information



Lack of Pre-registration and Screening Capabilities



Inefficiency and Manual Effort in Auditing and Reporting

result in compliance breaches, security risks, and operational disruptions.

The Journey

SMTC Corporation recognized the urgent need to modernize their visitor management system. To address this, they embarked on a thorough selection process to find the best solution.

The initial step involved conducting basic web searches and seeking recommendations from professional security networks, including ASIS International and NCMS. Leveraging these resources, SMTC Corporation developed a comprehensive requirements list that distinguished between essential and desirable features.

With a clear understanding of their needs, they narrowed down the list to three contenders, including iLobby's VisitorOS.

Live demos were organized to evaluate each system's capabilities. To ensure a well-rounded assessment, a selection committee was formed, including representatives from HR, IT, Quality, and EHS. This committee provided diverse perspectives on the requirements and features of each system.

After careful evaluation, VisitorOS emerged as the unanimous choice. The decision was driven by several key factors:

- 1. Seamless Integration with Visual Compliance:** VisitorOS's ability to integrate with Visual Compliance was critical for ensuring compliance with regulations such as ITAR and the State Department's Consolidated Screening List.



2. Responsive Customer Service: iLobby's team provided outstanding customer service, quickly addressing any questions.

3. Cost-Effectiveness and Scalability: iLobby offered a competitive pricing model and the flexibility to scale the system as needed, which was important for potential expansion to other facilities like Billerica.

By involving a diverse team and rigorously evaluating each option, SMTC Corporation confidently selected VisitorOS as their new visitor management system. This choice not only addressed their immediate needs but also provided room for future growth and ensured compliance with stringent government regulations.

The Solution

When SMTC Corporation recognized the need to modernize their visitor management system, they sought a solution that could address several critical challenges. After a



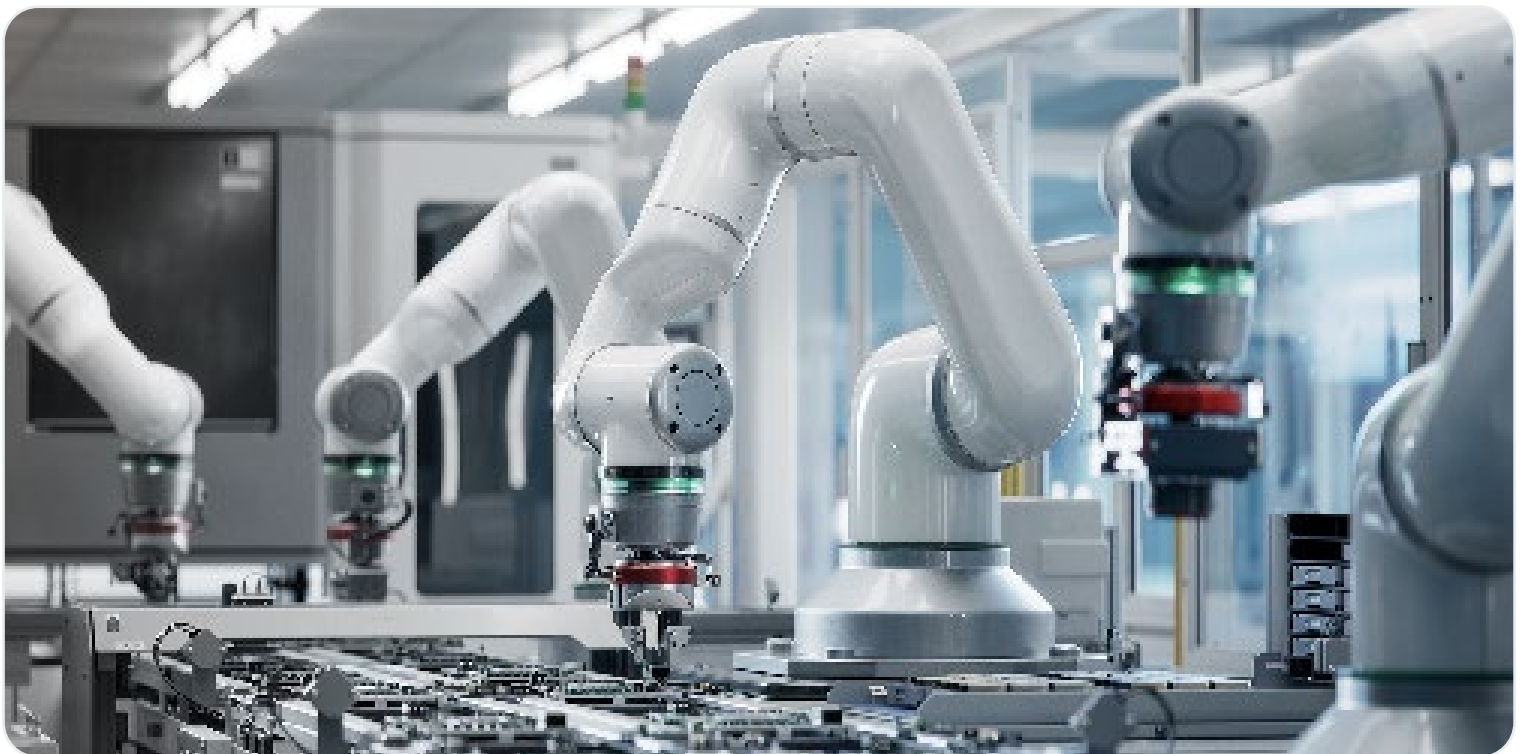
iLobby checked all the blocks as far as our requirements list. And whenever I had questions or issues, the team were very quick to respond back and that really spoke a lot to me.

— **Chip Seifert,**
Trade Compliance and Facility
Security Officer, SMTC Corporation

thorough selection process, SMTC Corporation chose VisitorOS for its ability to meet their specific needs effectively.

Ensuring Accurate and Complete Visitor Information

SMTC Corporation struggled with inconsistent and incomplete visitor information due to their manual sign-in logs.





VisitorOS provided a digital solution that ensured all required visitor details were captured accurately and consistently. This improvement made record-keeping and tracking significantly easier. "The manual sign-in log often had incomplete or illegible information. With VisitorOS, we now have consistent and complete visitor records, which simplifies tracking and reporting," explained Chip Seifert, SMTC Corporation's Trade Compliance and Facility Security Officer.

Enhancing Pre-registration and Screening Capabilities

The lack of pre-registration and systematic screening posed a risk of unapproved access and regulatory non-compliance. VisitorOS's pre-registration feature allowed visitors to be registered and approved in advance, while its

integration with Visual Compliance ensured that all visitors were automatically screened against government watchlists.

According to Seifert, "The integration with Visual Compliance was a game-changer. It allowed us to screen visitors automatically and ensure compliance with all necessary regulations."

This feature significantly reduced the risk of unapproved access and improved regulatory compliance.

Streamlining Auditing and Reporting Processes

Preparing for government audits was a labor-intensive and error-prone process at SMTC Corporation, involving manual counting of logbook entries. VisitorOS transformed this process by providing easy-to-generate reports and real-time data.

"During audits, we used to spend hours manually counting and verifying visitor information. With VisitorOS, we can generate detailed reports in minutes, which has streamlined our auditing process and improved our compliance efforts."

This improvement reduced the inefficiency and manual effort previously required for audits.

Through these key improvements, VisitorOS effectively addressed SMTC Corporation's challenges, ensuring accurate visitor information, enhancing pre-registration and screening capabilities, and streamlining auditing and reporting processes. The decision to implement VisitorOS has significantly improved SMTC Corporation's visitor management and positioned them for continued success.



...And then what really put it over the top, at least for me, was the responsiveness I got. And I knew that down the line if we needed to scale or adjust, the support would be there.

— **Chip Seifert,**
Trade Compliance and Facility
Security Officer, SMTC Corporation

The Benefits

Implementing VisitorOS brought about significant benefits for SMTC Corporation, transforming its visitor management process and ensuring compliance with regulatory requirements.

- **Enhanced Security and Compliance:** The integration of detailed pre-registration and robust screening features fortified the security and compliance frameworks vital for Department of Defense contracts.
- **Boosted Operational Efficiency:** The streamlined processes reduced administrative overhead, allowing staff to focus on more critical tasks improving overall productivity.
- **Positive User Experience and Adoption:** The system was well-received by the staff. It was praised for its ease of use and effective training modules, facilitating quick adoption and enhancing visitor interactions.
- **Regulatory Assurance:** With features tailored to regulatory requirements, SMTC Corporation consistently complied with government regulations, reducing legal risks and reinforcing trust with stakeholders.
- **Scalable Solutions:** The flexibility and scalability of the VisitorOS system allowed SMTC Corporation to easily adjust to changing requirements and expand functionality as the company grows and evolves, ensuring long-term viability and support

Conclusion

The successful implementation of iLobby's VisitorOS at SMTC Corporation's Melbourne and Billerica sites marked a significant milestone in the company's journey toward enhanced security and operational efficiency. The solution addressed critical challenges, ensured compliance with regulatory requirements, and provided valuable insights through real-time monitoring and robust reporting capabilities. This strategic upgrade has fortified SMTC Corporation's foundations, paving the way for sustained growth and continued excellence in a competitive industry.

Feeling Left Out? Discover the iLobby Difference



- ✓ Pre-screen visitors to enhance security
- ✓ Streamline auditing and reporting processes
- ✓ Collect accurate and comprehensive visitor data

[Learn more](#)