

PROPOSAL: CLOUD-BASED VISITOR MANAGEMENT SYSTEM (mPass)



CENTRALIZED DIGITAL GOVERNANCE — VIA CLOUD BASED VISITOR MANAGEMENT SYSTEM —

One System. Central Control. Connected Institutions. Secure & Efficient Governance.



Submitted by:

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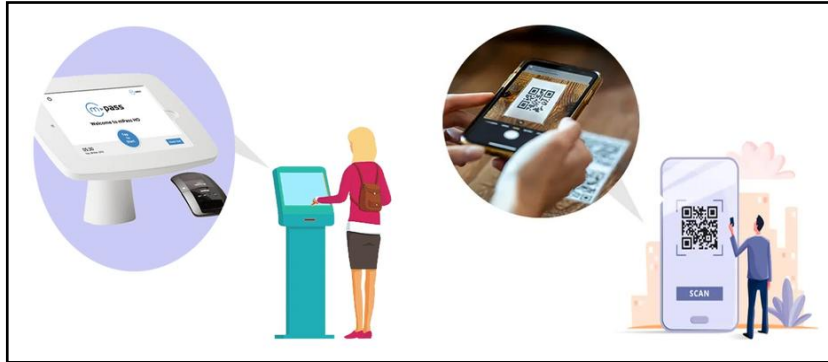
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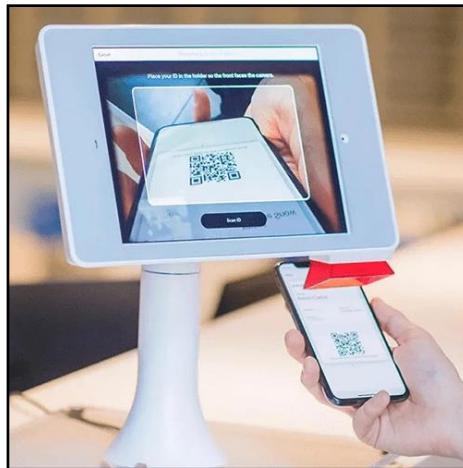
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mPass Visitor Management System

Step 1: Visitor Pass Generation



Step 2: QR Pass Authentication at Entry Host



Step 3: Visitor Meets

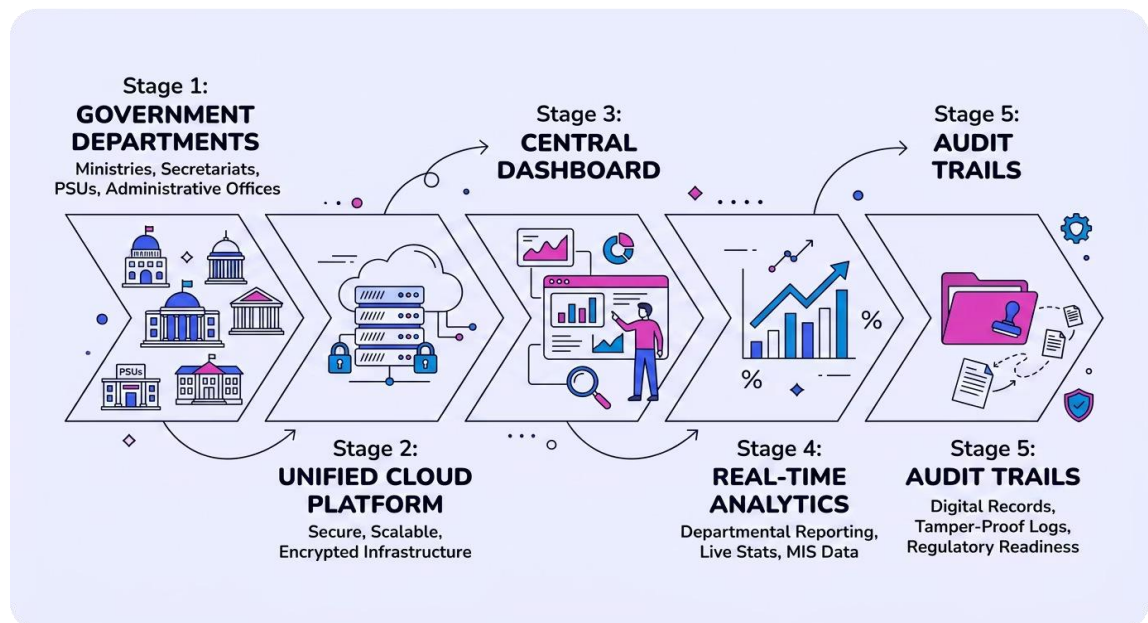


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Centralized Digital Governance & Reporting Framework

A unified, cloud-powered visitor management ecosystem designed for Government departments, ministries, secretariats, and PSUs—enabling centralized monitoring, real-time analytics, and audit-ready digital records across all administrative locations.



The mPass framework connects every government location to a single centralized intelligence layer — eliminating information silos, enabling instant oversight, and ensuring standardized governance protocols across all departments.

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Core Governance Capabilities



Unified Visitor Monitoring

Track visitor movement across all departments from a single centralized interface, with location-wise filtering and real-time status updates.



Department-Wise Analytics

Generate granular reports by department, location, or time period — supporting data-driven administrative decisions and policy reviews.



Real-Time Authority Dashboard

Senior officials gain instant, live visibility into visitor activity, security alerts, and operational metrics across all managed locations.



Audit-Ready Records

Tamper-proof digital logs with timestamped entries ensure full compliance readiness and support regulatory investigations at any time.



Standardized Governance

Uniform visitor protocols enforced across all locations, ensuring consistent administrative standards and eliminating procedural discrepancies.



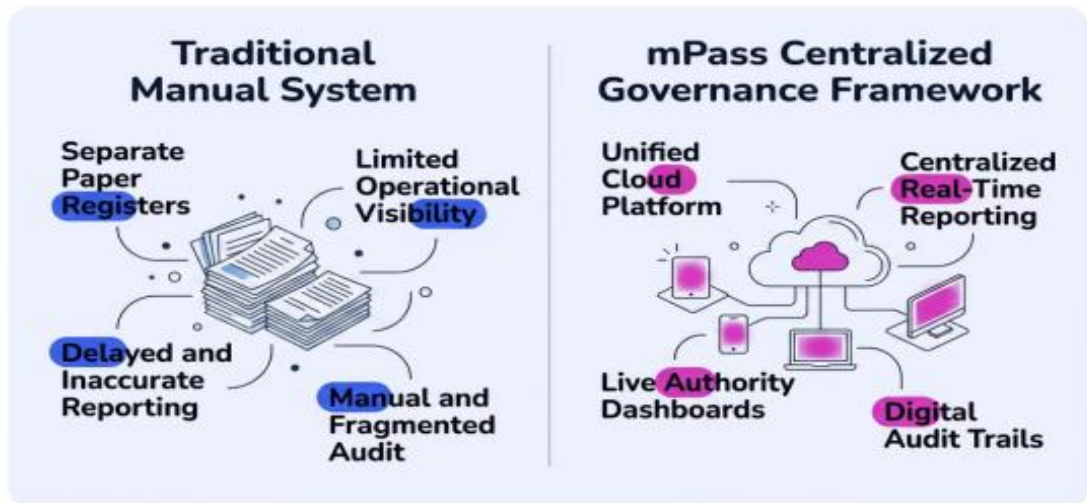
Enhanced Transparency

QR-based digital authentication replaces paper registers, creating a verifiable, paperless trail accessible to authorized administrators instantly.

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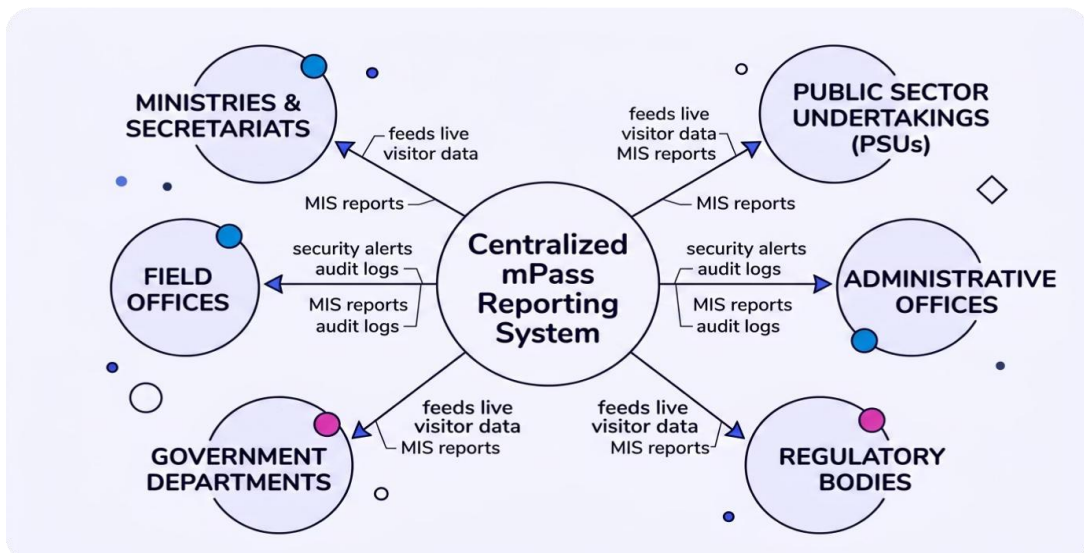
Traditional System vs. mPass Centralized Governance



Unified Governance & Centralized Reporting Across Government Departments

mPass enables Government organizations to establish a centralized, transparent, and digitally governed visitor reporting ecosystem across all departments and administrative offices — with live analytics, MIS reporting, security alerts, and compliance-ready audit logs accessible to authorized authorities at all times.

Centralized Reporting Architecture



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Reporting & Intelligence Framework

Reporting Type	Administrative Benefits
Department-Wise Reports	Centralized monitoring of visitor activity segmented by department, location, and time period
Real-Time Dashboard	Instant live visibility into visitor inflow, host status, and security alerts across all locations
Audit Reports	Compliance-ready digital records with tamper-proof timestamps for regulatory review
Security Reports	Unauthorized access monitoring, blacklisted visitor alerts, and incident tracking
Historical Data	Long-term visitor records supporting policy review, trend analysis, and investigations
MIS Reports	Management Information System exports for senior leadership and inter-departmental reporting
Live Visitor Analytics	Real-time statistics on visitor counts, peak hours, department-wise distribution, and dwell time

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1. Executive Summary

This section elaborates on administrative, operational, and security considerations relevant to Government and Corporate environments. The mPass cloud based Visitor Management System is designed to align with standard operating procedures, audit requirements, and access control policies commonly followed across Government and Corporate offices. The system ensures traceability, accountability, and transparency in visitor handling while reducing manual effort and dependency on physical records. mPass delivers a secure, automated cloud based smart VMS that replaces manual logs with digital QR-coded passes, real-time tracking, and analytics.

2. Background & Need Assessment

Government and corporate offices are witnessing a steady rise in visitor volumes driven by Digital India initiatives, centralized operations, and growing public-private interactions, making the adoption of a robust Visitor Management System (VMS) essential for security, compliance, and operational efficiency. Traditional manual or semi-digital visitor processes often result in long waiting times, poor traceability, and security gaps, especially in high-security environments such as government ministries, PSUs, corporate headquarters, and large enterprises.

mPass addresses these challenges through a secure, cloud-based, and scalable VMS platform, capable of supporting 100+ locations nationwide, ensuring standardized visitor governance, real-time monitoring, and seamless scalability across both government and corporate ecosystems.

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3. About the Organization.

mPass Technologies Pvt. Ltd. is a rapidly growing digital security and visitor governance solutions provider, delivering enterprise-grade Visitor Management Systems (VMS) to Government departments and large private organizations across India.

With an operational presence in 15+ cities, mPass has securely managed and authenticated over 41 lakh+ visitors, demonstrating proven capability in handling high-footfall, high-security, and mission-critical environments. The platform is designed to operate seamlessly across ministries, secretariats, corporate headquarters, industrial facilities, and multi-location enterprises, ensuring uniform security protocols and centralized control.

mPass offers a robust, cloud-native architecture engineered for nationwide scalability, supporting 100+ locations from a single centralized system. The solution incorporates multi-level authentication mechanisms including QR-based passes, OTP verification, host approval workflows, and role-based access controls, significantly reducing unauthorized access and manual intervention.

The company follows security-by-design principles, with infrastructure aligned to cloud and data security guidelines, ensuring data confidentiality, integrity, and availability. Comprehensive audit trails, real-time monitoring dashboards, and policy-driven access controls make mPass particularly suitable for regulated Government and corporate environments.

Backed by an experienced implementation and support team, mPass is recognized for its reliability, rapid deployment capability, and long-term system support, positioning it as a trusted digital

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transformation partner for organizations seeking secure, scalable, and future-ready visitor management solutions.



**15+
CITIES**



**41L+
MPass
Visitors**

Prominent Clients



Government of Rajasthan



MULLENLOWE
LINTAS GROUP



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4. Objectives of the Proposal

The primary objective of the proposed solution is to implement a fully automated, secure, and paperless visitor management framework that enhances security, transparency, and operational efficiency across facilities.

Key objectives include:

- **Digital Governance, Efficiency & Analytics**
 - Repeat Visitor Analysis
 - Turnaround Time Analysis
- **Zero Unauthorized Access**

Enforce multi-layer authentication and controlled access to ensure only approved and verified visitors gain entry.
- **Real-Time Compliance & Audit Reporting**

Generate live dashboards, MIS reports, and complete audit trails to support security reviews and statutory compliance.
- **Up to 70% Reduction in Operational Costs**

Reduce manpower dependency, paperwork, and administrative overheads through automation and centralized monitoring.
- **Alignment with Digital India & Paperless Governance**

Support the Government of India's Digital India initiative by enabling secure, transparent, and environmentally sustainable paperless operations.
- **100% Automation of Visitor Check-ins**

Eliminate manual registers by enabling end-to-end digital check-in and approval workflows.

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5. Existing Challenges in Manual Visitor Management

Organizations relying on manual or semi-digital visitor management processes face multiple operational and security challenges, particularly in high-footfall environments.

- **Extended Waiting Time During Peak Hours**

Manual entry, verification, and approval processes lead to long queues at reception areas, impacting visitor experience and staff productivity.

- **Risk of Data Breach Due to Paper-Based Logs**

Physical registers are prone to loss, tampering, and unauthorized access, posing serious data privacy and compliance risks.

- **Limited Visitor Tracking & Visibility**

Absence of real-time tracking makes it difficult to monitor visitor movement, increasing vulnerability to unauthorized access and security lapses.

- **Delayed Host Coordination & Approvals**

Manual communication with hosts causes approval delays, resulting in congestion at entry points and inefficient visitor handling.

- **Lack of Centralized Reporting & Audit Trails**

Generating accurate compliance reports and historical records is time-consuming and often unreliable.

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Extended Wait Times

Manual registration creates bottlenecks during peak hours, frustrating visitors and impacting first impressions.



Paper-Based Logs

Physical Logbooks are inefficient, difficult to search, and pose data privacy risks with exposed information.



Security Gaps

Limited tracking and verification capabilities leave organisations vulnerable to unauthorised access and compliance issues.



Poor Coordination

Lack of real-time notifications means hosts are unaware of guest arrivals, causing delays and communication breakdowns.

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6. Proposed Solution Overview

The proposed solution is a secure, cloud-based Digital Visitor Management System (VMS) designed to enable contactless, efficient, and fully traceable visitor access across facilities.

Key components of the solution include:

- **Convenience of making digital pass:** allows visitors to generate their entry pass from the comfort of their home, eliminating the need to stand in queues or complete manual registration at the reception.
- **QR-Coded Digital Visitor Passes**
Unique, time-bound QR codes issued to each visitor for secure entry, validation, and exit tracking.
- **Pre-Invitation & Pre-Approval Workflow**
Hosts can pre-register visitors in advance, enabling faster approvals and reduced wait times at entry points.
- **Self-Service Kiosks for Contact-less Check-In**
Touch-enabled or minimal-touch kiosks allow visitors to check in independently, reducing manual intervention and congestion.
- **Centralized Cloud Platform**
Enables real-time monitoring, visitor tracking, and reporting across single or multiple locations from a unified dashboard.
- **Secure & Scalable Architecture**
Designed to support high visitor volumes while ensuring compliance with security and data governance standards.

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7. Detailed System Features

Digital Pass Generation

Manual registration creates bottlenecks during peak hours, frustrating visitors and impacting first impressions.

Real-Time Notifications

Automatic alerts to hosts upon visitor arrival, ensuring prompt response and seamless coordination

Pre-Invitation System

Employees can pre-register guests, enabling express check-in and enhanced visitor experience

Cloud Infrastructure

Secure, scalable cloud hosting ensures 24/7 accessibility and automatic backups.

Capturing Details

Visitor details are securely captured with photo ID and OTP verification, ensuring authenticity, security and a verified digital record

Detailed Analytics

Comprehensive reporting and insights on visitor patterns, peak times, and compliance metrics

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8. Process Flow – Walk-in Visitors: The mPass Visitor Management System enables a secure, contactless, and fully traceable check-in process for walk-in visitors through the following steps:

1. Visitor Arrival & Initiation

The visitor arrives at the premises and initiates check-in using the mPass self-service kiosk or by scanning a QR code displayed at the reception.

2. Mobile Number Verification

Visitor enters their mobile number and completes OTP-based verification, ensuring authenticity and preventing fake entries.

3. Photo & Visitor Detail Capture

The system captures the visitor's photograph and required personal details as per organizational security policy.

4. Host Selection & Digital NDA / Declaration Signing

Visitor selects the Host and digitally signs NDA, consent, or declaration forms, eliminating paper-based documentation.

5. Visitor Pass Generation

A QR-coded digital or printed visitor pass is generated, and the visitor waits at the front desk if required.

6. Host Notification & Approval

The concerned employee/host receives real-time notification via SMS, email, web, or mobile app for approval and coordination.

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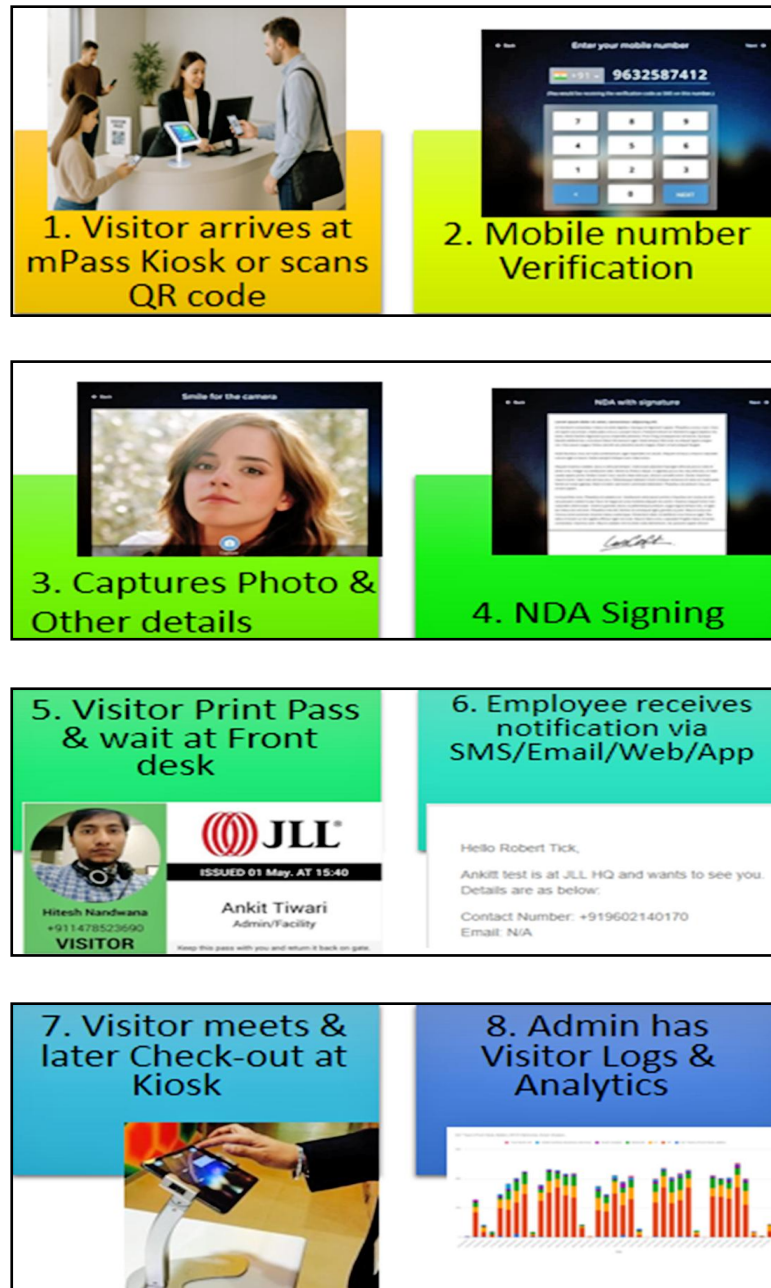
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7. Meeting & Check-Out

After completing the visit, the visitor performs check-out at the kiosk, ensuring accurate in-time and out-time records.

8. Centralized Logs & Analytics

Administrators can access complete visitor logs, dashboards, and compliance reports for audits, reviews, and security monitoring.



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9. Process Flow – Pre-Invited Visitors

1. Employee Login & Authentication

Authorized employees log in to the mPass web or mobile portal using secure credentials.

2. Visitor Pre-Invitation

Employee initiates a visitor invite by entering visit details such as name, mobile number, purpose, date, and duration.

3. Automated Visitor Notification

The visitor receives an SMS/email containing check-in instructions and a secure link.

4. Advance Visitor Check-In

Visitor completes required details in advance through the link, reducing time spent at the entry point.

5. QR-Based ePass Generation

Upon confirmation, a time-bound QR-coded digital visitor pass (ePass) is instantly generated and delivered to the visitor's mobile device.

6. Security Gate Scan & Entry & Exit

On arrival, the visitor presents the QR ePass at the security gate for swift check-in and check-out.

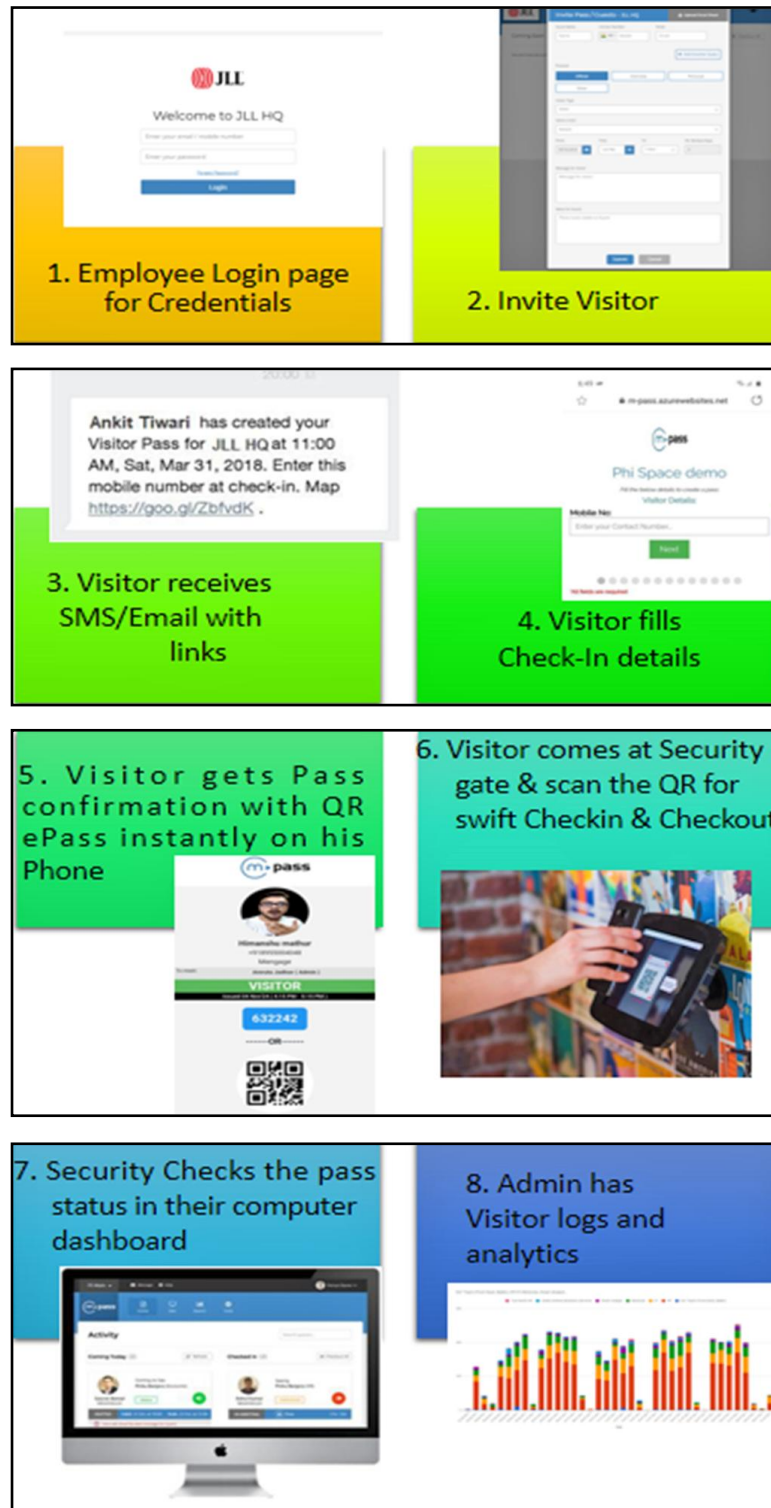
7. Real-Time Security Dashboard Monitoring

Security personnel verify visitor status, approvals, and validity in real time through a centralized dashboard.

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8. Centralized Logs & Analytics

Administrators can access complete visitor records and analytics for compliance, audits, and operational insights.



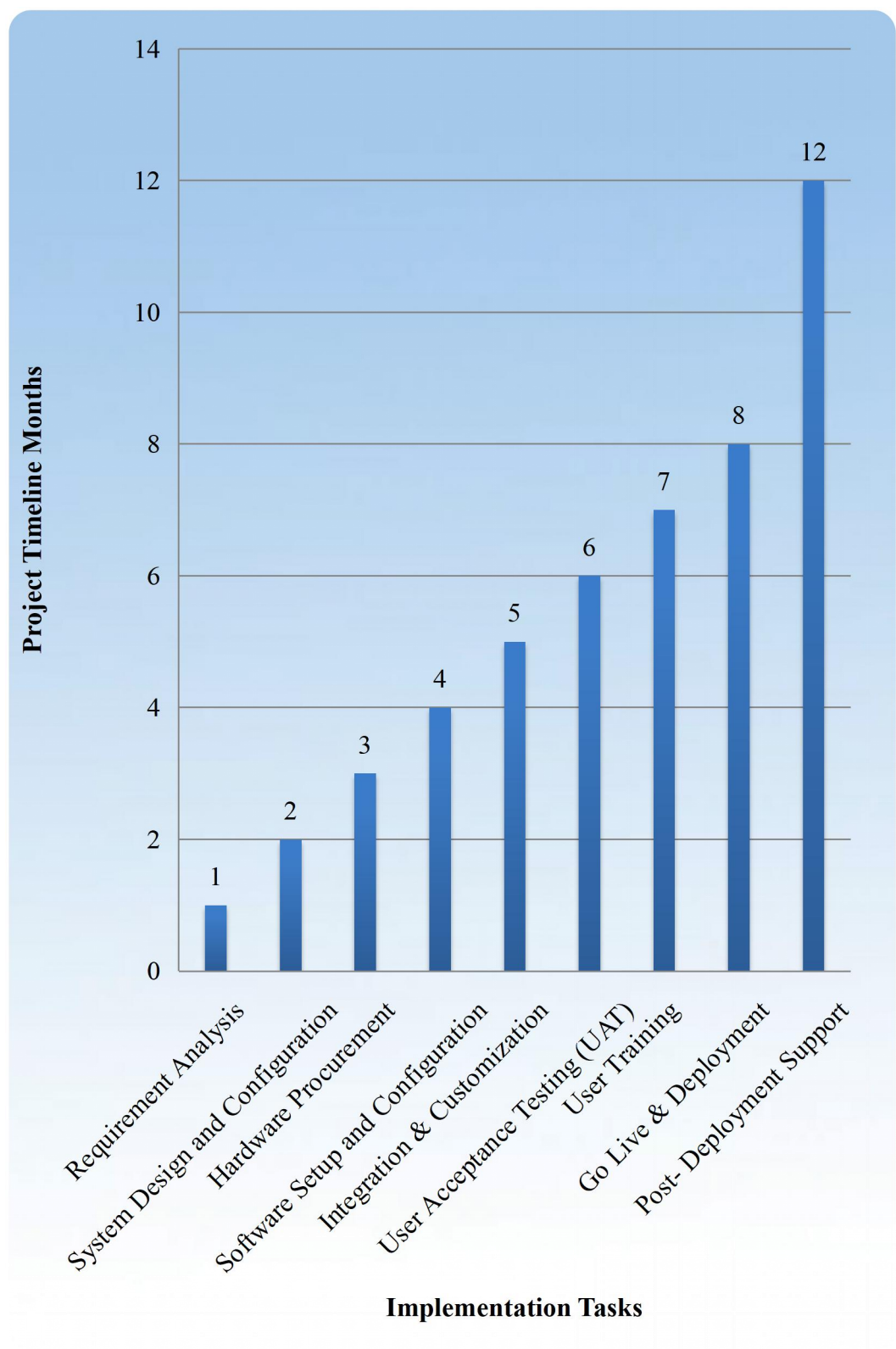
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10. Data Privacy & Compliance

- **End-to-End Encryption**
All data transmitted between kiosks, web portals, mobile devices, and servers is protected using industry-standard end-to-end encryption, ensuring data confidentiality during transit and access.
- **Secure Data Centers**
Application and data are hosted on secure, high-availability cloud data centers with controlled physical access, redundancy, and disaster recovery mechanisms.
- **Role-Based Access Control (RBAC)**
System access is strictly governed by role-based permissions to prevent unauthorized data visibility or misuse.
- **Data Isolation & Integrity**
Each client's data is logically isolated, ensuring no cross-access between organizations, with strict integrity controls.
- **Audit Logs & Traceability**
All system activities—including logins, approvals, check-ins, and check-outs—are time-stamped and audit-logged for compliance and forensic review.
- **Compliance-Ready Architecture**
The infrastructure is designed in alignment with MeitY guidelines and Government IT security best practices, making it suitable for regulated environments.

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11. Project Management & Implementation Plan



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12. Technical Architecture

Built on an enterprise-grade cloud infrastructure, the mPass platform ensures high availability, scalability, security, and seamless integration across all user touchpoints.

1

Web Application

Intuitive browser-based admin, employee, security and reception portals for configuration, Pass generation, Invite, reporting, and visitor check In- check Out management accessible from any device.

2

Mobile Applications

Android apps for security staff for visitor authentication.

3

Cloud Database

Secure, encrypted data storage with automatic backups, disaster recovery, and compliance

4

Integration Layer

RESTful APIs enabling connection with access control, HR systems, and communication platforms

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13. Technology Stack

The mPass platform is built using a modern, secure, and scalable technology stack, ensuring high performance, reliability, and long-term maintainability across diverse deployment environments.

Cloud & Infrastructure

- SaaS-Based Architecture enabling rapid deployment and centralized management.
- Hosted on leading cloud platforms such as Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP) for high availability and redundancy.

Application Layer

- Web Applications developed using Microsoft .NET for enterprise-grade performance and security.
- Mobile Applications supported on Android and iOS platforms for security staff.

Database & Storage

- Microsoft SQL Server for structured, secure, and high-performance data management.
- Encrypted data storage with automated backups and disaster recovery.

Messaging & Notifications

- Integration with SMS and Email gateways for multi-channel communication.

Integration & APIs

- Secure RESTful APIs enabling seamless integration with access control systems, HR platforms, ERP systems, and third-party services.

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14. Conclusion:

The mPass Visitor Management System offers a secure, scalable, and future-ready solution to modernize visitor governance across government offices, PSUs, and corporate enterprises. By replacing manual, paper-based processes with a fully digital, contactless, and audit-ready platform, mPass significantly enhances security, operational efficiency, and visitor experience.

With features such as QR-coded digital passes, pre-invite workflows, self-service kiosks, real-time dashboards, and centralized analytics, the solution ensures zero unauthorized access, faster processing, and complete traceability across all locations. Its enterprise-grade cloud architecture, end-to-end encryption, and compliance-aligned infrastructure make it suitable for high-security and regulated environments. Aligned with the Digital India vision of paperless governance, mPass enables organizations to reduce operational costs, improve transparency, and scale seamlessly nationwide. Backed by proven deployment experience and a strong implementation and support framework, mPass stands as a trusted digital transformation partner for secure and efficient visitor management.

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15. Our Team



SANJAY YADAV

Founder & Non-Working Director

Sanjay Yadav, the founder of the company, holds a multifaceted role in Product, Planning, Finance, and Digital Marketing. With a BE degree from MNIT and specialization in Project Management and Finance, he brings 25 years of successful venture building experience.

Contact: 9829016936

Email: syadav@100cflab.in



ANKIT TIWARI

CEO, Cofounder & Full Time Director

Ankit Tiwari, the CEO of mPass Checkin.com, plays a pivotal role in selling and overall management. Holding B.Tech and MBA degrees from MNIT, he brings over 14 years of experience.

Contact: 9602140170

Email: ankit@mPassCheckin.com



HIMANSHU MATHUR

Business Head - OPERATIONS

Himanshu Mathur serves as the Operations Head at mPass. He holds a B.Tech and MBA degree with over 10 years of experience. You can reach him at 8955004048 or email at himanshu@mPassCheckin.com



SUMIT MANGAL

TECHNOLOGY HEAD

Sumit Mangal is the Technology Head at mPass. With a BCA degree and over 5 years of experience, he leads the technological aspects. You can contact him at 8890720687 or email at tech@mPassCheckin.com

tech@mPassCheckin.com

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Team Composition

1. Project Manager

- Acts as the single point of contact for the client
- Oversees project planning, timelines, and delivery
- Ensures smooth coordination between all teams

2. Backend Development Team

- Develops and manages server-side logic and APIs
- Ensures system security, scalability, and performance
- Handles database architecture and integrations

3. Frontend Development Team

- Designs and develops user-facing web interfaces
- Ensures responsive, intuitive, and user-friendly dashboards
- Optimizes performance across devices and browsers

4. Mobile Application Team

- Develops and maintains Android & iOS applications
- Supports security staff apps for visitor authentication
- Ensures seamless real-time synchronization with the cloud

5. UI/UX & Web Design Team

- Creates intuitive and user-friendly interface designs
- Focuses on accessibility and ease of use for all stakeholders
- Ensures consistent and professional visual experience

6. Operations & Implementation Team

- Handles on-ground deployment and system setup
- Coordinates with client teams for smooth rollout
- Ensures successful go-live across all locations

7. Product Training & Support Team

- Provides training to reception, security, and admin staff
- Offers onboarding sessions and user manuals
- Ensures continuous support and issue resolution

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Case Study: Visitor Management System Implementation at Jaipur Development Authority (JDA)

Background

The Jaipur Development Authority (JDA) receives a high volume of daily visitors, including citizens, contractors, consultants, and officials. Managing this footfall through manual registers resulted in long queues, limited visibility, and operational inefficiencies. To modernize visitor handling and enhance security, JDA implemented a digital Visitor Management System (VMS) developed by mPass Technologies Pvt. Ltd.

Challenges

- Extended waiting times at reception during peak hours
- Manual, paper-based visitor records with limited traceability
- Heavy dependency on reception staff for pass issuance
- Lack of real-time visitor monitoring and analytics

Solution Implemented

mPass deployed a hybrid digital visitor management solution at JDA, enabling both self-service and staff-assisted workflows:

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- **QR-Based Self Check-In at Reception:**
Visitors scan a QR code placed at the reception to enter details and instantly generate a digital visitor pass.
- **Online Visitor Pass via JDA Website:**
Visitors can pre-register through the JDA website and generate visitor passes online prior to arrival.
- **Reception Portal for Pass Issuance:**
Reception staff are provided with a secure portal to generate passes for walk-in visitors when required.
- **Employee Visitor Invitation Portal:**
JDA employees can invite and pre-approve their own visitors, enabling faster and smoother entry.
- **Admin Dashboard & Analytics:**
Centralized dashboards provide real-time visitor logs, reports, and analytics for administrative oversight.

Outcomes & Benefits

- Significant reduction in visitor waiting time
- Fully paperless and transparent visitor management
- Improved security and visitor traceability
- Reduced workload on reception and security teams
- Availability of audit-ready reports and analytics

Conclusion

The implementation of the mPass Visitor Management System at Jaipur Development Authority successfully transformed a manual, high-footfall reception into a secure, efficient, and citizen-friendly digital environment. The solution aligns with the Digital India initiative, delivering scalable, transparent, and future-ready visitor governance for government offices.

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Case Study: Visitor Management System Implementation at Varun Beverages Ltd.

Background

Varun Beverages Ltd. (VBL), one of the largest franchisees of PepsiCo globally, operates multiple manufacturing plants and corporate offices across India. With high daily footfall including vendors, contractors, transport personnel, and corporate visitors, managing visitor access securely and efficiently across multiple locations was a key operational requirement.

To standardize visitor management and enhance security protocols, Varun Beverages partnered with mPass Technologies Pvt. Ltd. to implement a centralized, cloud-based Visitor Management System (VMS) across its facilities.

Challenges

- **Decentralized Visitor Management Across Locations**
Each facility followed different processes, leading to inconsistency and lack of standardization.
- **High Volume of Vendor & Contractor Footfall**
Manufacturing units experienced heavy daily visitor traffic, making manual tracking inefficient.

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- **Limited Real-Time Visibility**
Central teams lacked visibility into visitor data across multiple plants.
- **Manual Record-Keeping & Compliance Risks**
Paper-based logs created challenges in audit readiness and data security.
- **Operational Delays at Entry Points**
Manual approvals and pass generation resulted in entry bottlenecks.

Solution Implemented

mPass deployed a multi-location, cloud-based Visitor Management System across 7 key locations of Varun Beverages, ensuring standardized and secure visitor handling.

Key components of the solution included:

- **Centralized VMS Platform**
Unified dashboard enabling monitoring and control across all 7 locations.
- **Pre-Registration for Vendors & Visitors**
Employees and plant admins can pre-invite visitors, reducing on-site processing time.
- **Role-Based Access & Approval Workflows**
Configurable approval hierarchy for different visitor types (vendors, contractors, guests).
- **Self-Service & Assisted Check-In**
Combination of kiosk-based and reception-assisted visitor registration.

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- **Real-Time Alerts & Notifications**
Instant notifications to hosts for faster approvals and coordination.
- **Centralized Reporting & Analytics**
Access to visitor data, reports, and audit logs across all locations.

Outcomes & Benefits

- **Standardized Visitor Management Across 7 Locations**
Unified processes improved governance and operational consistency.
- **Significant Reduction in Entry Processing Time**
Faster check-ins through pre-approval and QR-based validation.
- **Enhanced Security & Access Control**
Multi-level authentication ensured only authorized visitors gained entry.
- **Improved Audit Readiness & Compliance**
Digitized records enabled easy retrieval of logs and reports.
- **Real-Time Visibility for Management**
Central dashboard provided insights into visitor movement across facilities.
- **Reduced Administrative Workload**
Automation minimized manual effort for security and reception teams.

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Conclusion

The deployment of the mPass Visitor Management System at Varun Beverages successfully transformed visitor handling across multiple manufacturing and corporate locations into a secure, standardized, and digitally managed process.

By leveraging a centralized cloud platform, QR-based access control, and real-time monitoring, Varun Beverages achieved improved operational efficiency, enhanced security, and better compliance management across all implemented sites.

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