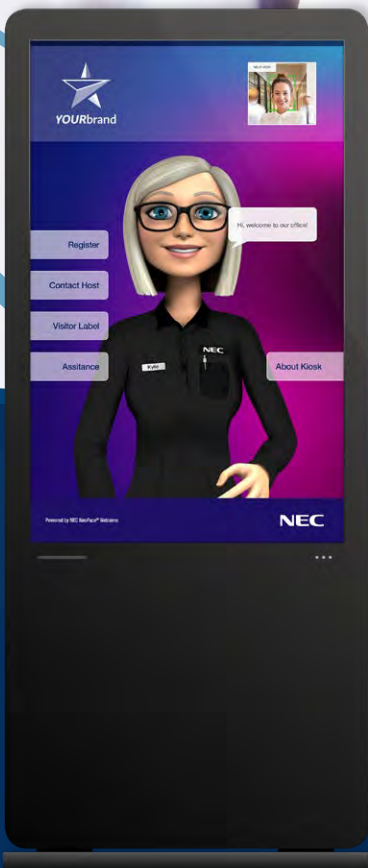




Orchestrating a brighter world



# NEC Neoface® Welcome

The new face of customer experience

# Facial recognition technology can revolutionise your visitor management process



## Improve customer experience

Unique and personalised

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## Improve business efficiency

Fast and convenient

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## Every face tells a story

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Recent advances in reliability, accuracy and performance have driven massive adoption of facial recognition technology in both security and commercial applications.

Unlike other biometric systems, facial recognition requires no physical or active interaction with the subject, making it one of the least intrusive yet highly accurate biometric modes. It enables faces to be recorded and archived at a distance, act as a crime deterrent and help identify a person in real-time.

The contact-free non-obtrusive approach easily integrates with CCTV security systems.

Biometric facial recognition has achieved a high profile, not only in security applications; it has also become increasingly important in registering and verifying individuals.

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## A hand-crafted customer experience

Built on NEC's world-leading NeoFace® facial recognition technology, NeoFace® Welcome Visitor Management Solution (VMS) is a kiosk that uses a person's face as the unique key to take the visitor management experience to a new level and improve business efficiency.

The integrated touch-screen, avatar and spoken instructions allow visitors to self-serve and complete sign-in and site registration processes quickly. Return visits are seamless; completed with a personalised greeting along with customised notification and information.

Visitor verification can trigger additional elements such as visitor label printing, playing media, providing meeting room details, way-finding, sending a notification message to a host or completing on-site induction training. The kiosk can be customised to ensure your visitor process meets your exact business needs.



# NeoFace® Welcome VMS

A man and a woman are looking at a screen together. The man is pointing at the screen. There are decorative lines and circles pointing to the screen and the woman's shoulder.

Improve customer experience

Provide unique and personalised experiences for your guests or customers alike



## Unsurpassed accuracy

NEC's NeoFace® facial recognition software is recognised as the fastest and most accurate on the global market\*

## Improve business efficiency

Greater speed and convenience is achieved for returning visitors

## Increased security & privacy

Maintain secure access control for sensitive areas using facial recognition

\* As tested by the U.S. National Institute of Standards & Technology (NIST), 2009, 2010, 2013, 2017.

## Benefits



### Improve Business Efficiency

Greater speed and convenience is achieved for returning visitors, as the kiosk will immediately recognise them and can present customised responses such as: displaying a map to an event / class / meeting, notify a host of visitor arrival and automate check-in. Staff can be utilised more efficiently, enabling them to focus on other tasks. The kiosk can operate outside of standard hours or over lunch breaks, allowing visitors to still receive personalised service without needing early / late hour staff shifts or replacement receptionists during breaks.



### Security & Privacy

Biometrics is much safer and secure than traditional authentication methods. You cannot steal, forget or have stolen your face, voice or fingerprint and hacking is extremely difficult as biometrics hashed templates are created - facial images are not used for matching. The optional Liveness feature provides another level of security by detecting depth. NEC Liveness camera technology reduces the risk of identity theft by ensuring still images cannot be used in an attempt to fool the system



### Unsurpassed Accuracy

Powered by NEC's NeoFace® facial recognition software, which is independently recognised as the fastest and most accurate on the global market. NEC was ranked #1 in 4 consecutive facial recognition benchmark tests conducted by the National Institute of Standards and Technology (NIST), greatly exceeding all other vendors for speed and accuracy.



### Improve Customer Experience

Being recognised and personally greeted typically has a positive effect on people. In busy environments, one or more kiosks can reduce or remove queues waiting to sign into visitor books or waiting to talk with staff.

The solution can be tied to loyalty programmes, encouraging repeat business. The unique service is likely to evoke positive word of mouth, growing your customer base and increasing market share.

## Features

### Visitor Management Interactions

Through the touch-screen interface, a new or returning visitor will receive a personalised welcome and a programmable set of options. Visitor actions through this interface can trigger enrolment (which can also be done via an iPad), host lookup, visitor label printing and site induction automation. The kiosk can run and interact with any other Windows program or web-based service. Other interactions can be added upon agreement of additional cost, such as video playback, way-finding, meeting schedule look up and promotional offers.

Enrolment

Host lookup

Visitor label printing

Site induction automation

### Visitor Notification

Send notifications to a recipient, alerting them that their visitor has arrived. This enables staff to promptly attend to their visitor regardless of whether they are early, on time or late. Emails can include additional information such as a photo, which adds value for VIPs or visitors on a watch list.

SMS notifications

Email notifications

### Visitor Auditing

Anonymous demographic data (e.g. counting, age and gender of visitors), and visitor audit data (e.g. counts and records of enrolments, returning visitors, hosts contacted etc.) are captured.

Visitor audit data

Demographic data

### Systems Integration

Add value by integrating with other IT systems e.g. calendaring, customer relationship management, visitor management, and point of sale systems. The integration\* of other data points can enhance customer experience.

\* Integration of additional IT systems is available upon request and will be costed separately.

Calendaring

Customer relationship management

Visitor management

Point of sale

### Access Control

NeoFace Welcome VMS can integrate\* with door opening, speed gates or building management systems to allow visitors, staff or VIPs, to be provided secure access by using their face. There is also an option of dual factor authentication by combining facial recognition with a swipe card for access to secure areas.

\* Integration of Access Control systems is available upon request and will be costed separately.

Secure door or gate opening

Optional dual factor authentication

### Centralised Matching

Multiple kiosks can share the same matching engine, allowing registered visitors to be recognised across locations. Great where customers or staff frequent multi-site organisations. The cost per kiosk can be reduced where there is high volume.

### Liveness Detection

Add another level of security by detecting depth. NEC Liveness camera technology reduces the risk of identity theft by ensuring still images cannot be used in an attempt to fool the system.



## Why NEC?

In addition to market leading facial recognition technology, NEC has unparalleled local R&D and support. We understand the local market, quickly adapt to change and can provide prompt response times with SLAs.

We continue to build on our systems integration and application development experience to optimise compliance and integration with customers' existing infrastructure and applications.

With such a strong local presence in public and private sector and the backing of NEC Corporation, we help customers achieve their business objectives in the most efficient and cost effective way.

## For more information:

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