

# Case Study: Visitor Management Solution

**brother**  
at your side

Customer: Splan Inc  
Country: United States of America  
Model number: QL-820NWB



## The Customer

Splan is a California-based enterprise software company that designs and markets next-generation visitor management solutions.

Deployed in over 60 countries and support over 20 languages, Splan's intelligent cloud and mobile technology-based tools include the following software suite such as:

- Deliveries:** Streamlines delivery package process for lobby ambassadors and employees to keep track and pick up their delivered packages.
- Event Management:** Efficiently manages events and attendees. Analyze registrations and attendance.
- Partners' Program:** Provides integration connectivity to industry-leading access control, safety and security solutions.
- School Management:** Enhances safety and security of students and staff by managing check-in and out.
- Sign-in easy App:** Enhances security by providing a smarter way to manage visitors, employees, students and events.
- Tenants Module:** Allows property owners to manage their visitors for tenant companies.
- Vendor & Contractor Management:** Manages third-party service providers such as housekeeping, janitorial services, maintenance contractors and more.
- Visitor Management:** Provides a safe and secure experience for visitor registrations and check-ins. Process visitors on a web browser or kiosk. Pre-registers visitors through an online web interface, mobile app or Outlook add-in.

## The Challenge

Splan requires a labelling solution that is reliable, scalable, cost-efficient and could seamlessly integrate with their software virtually on any platform or network. This would allow their users to print their visitor badges quickly at the point of contact. For customers with mobile printing requirements, Bluetooth® wireless connectivity is necessary.

Printing badges from Splan's software has to be easy with a plug-and-play feature. In addition, a software development kit (SDK) support is required, to allow integration with Splan's iOS® based visitor kiosk and the label printer to facilitate visitors' check-in.

## The Solution

After researching various brands of label printers in the industry and gathering feedback from their customers, Splan has selected Brother's QL-820NWB Professional label printer as it is easy to use, affordable, reliable and could print wirelessly. QL-820NWB is also compact with a small footprint. It could print at an ultra-fast speed and could print at high resolution.

Feedback from their customers on using QL-820NWB was positive, which resulted in many of Splan's customers using Brother's label printers. Additionally, Splan has bundled QL-820NWB with their visitor kiosk which enables seamless badge printing during visitors' check-in.

Splan software could run on Apple® iPad and integrate with QL-820NWB, for end-to-end visitor management. With an outstanding performance in visitor onboarding process, Splan has recommended QL-820NWB to all their customers.

