

EasyLobby Customer Success Story

NAVISTAR INTERNATIONAL CORPORATION

ENTERPRISE-WIDE SECURE VISITOR MANAGEMENT

BY THE NUMBERS:

2007 Revenues: \$12.3 Billion

Number of Employee: 15,000

Number of Sites: 31 EasyLobby stations across 20 sites in North America, Canada and Mexico

Number of visitors processed per month: 12,000+

FROM SINGLE-SITE TO ENTERPRISE

Navistar International Corporation, a \$12+ Billion manufacturer of heavy-duty trucks, mid-sized trucks, school buses, diesel engines, and replacement parts, first became an EasyLobby customer in 2001 – initially via a single SVM (Secure Visitor Management) implementation in their Chicago corporate headquarters.

After approximately 3 years of successful deployment, Navistar's security department decided to deploy Visitor Management on an enterprise basis in late 2004.

According to Navistar security executive Michael Scribner, "we were using an early version of EasyLobby and decided to upgrade to the latest version and 'go enterprise' at the same time. We went from being a corporate-headquarters-only customer to 12 sites and manufacturing facilities in one upgrade cycle."

The manufacturing facilities were particularly in need of Enterprise Visitor Management since they lacked any sort of standard for Visitor

Management beyond simply having guards collect drivers' licenses (and not even always doing that).

"We went through a full competitive evaluation and chose EasyLobby because it was the easiest product to use, and because the company was willing to work – and grow - with us" said Scribner. Navistar's EasyLobby implementation currently consists of 31 workstations across 20 different sites – all running off of a single EasyLobby database.

ENTERPRISE DEPLOYMENT

Most of the sites using EasyLobby currently have a single SVM license in place, although some have multiple systems in place - including a self-service deployment at corporate headquarters. Each of Navistar's SVM licenses are linked to a single, enterprise-wide database so that visitor information can be tracked and managed across the entire enterprise.

"Because we use a SQL database it's very easy for us to set up a new site," said Scribner. "We can quickly get updates enterprise-wide. We



track and report on daily & monthly visitors, check-in and check-out times and other information our enterprise needs to more effectively manage our visitors and our security.”

For Navistar’s field locations, it is particularly important to know who is in what building at what times. According to Scribner “we knew which employees were where and when, but we didn’t have much information about visitors and couldn’t go back in time to figure it out. When we finished our EasyLobby enterprise-wide deployment our upper management was shocked to learn that we have more than 140,000 visitors per year – and are approaching visitor number 500,000 to be badged by EasyLobby”

Navistar uses EasyLobby’s Watch List feature extensively to flag former employees and vendors, a feature which has been particularly useful for managing visits by former employees with sensitive jobs. EasyLobby has also been used for investigative projects due to its ability to track and manage visitor data across the enterprise.

SUCCESSFUL RESULTS

According to Scribner “The ROI of EasyLobby is straightforward – we process 12,000+ visitors per month and know who they are and where they are.”

“Our premises are safer and, because our people feel safer, they are more productive. We actually set up a contest for our security guards to see who could become most proficient at checking visitors in via EasyLobby – it was a great way to get our people proficient, and resulted in some true productivity gains, not to mention enhancing our security.”

FUTURE PLANS

As NaviStar continues to expand worldwide, Scribner stated that EasyLobby will grow with it. “We are planning to roll out our deployment to our international facilities – we are already using EasyLobby in Canada as well as the Spanish version of EasyLobby in Mexico. We plan to expand our use of EasyLobby in South America, Europe, Asia and other regions in the near future.

Over time, NaviStar is also planning to roll out new features of EasyLobby including web-based capabilities such as eAdvance web-based pre-registration.

FOR MORE INFORMATION OR TO REQUEST A DEMO

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