

Guide

Visitor Management 2026



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The modern workplace – a shift in movement, responsibility and risk

Many workplaces have fundamentally changed in recent years. During the pandemic, there was a rapid shift away from the office and physical meetings, followed by an extended period of low and irregular on-site presence. Today, many organizations find themselves in a new phase: more people are back at the office, more often. This has created a work environment that in many ways resembles the pre-pandemic era – with higher pace, more movement, and more people on site.

At the same time, the need for structure, oversight, and clarity in visitor flows has become increasingly important. In a daily environment where entrances are often locked and receptions may be unstaffed, the visitor experience needs to work smoothly for both visitors and employees.

As more people move through the premises, internally as well as externally, the need for clear visibility increases. Being able to easily see who is on site, why they are there, and where, becomes a natural part of a safe and well-functioning workplace. Regulations such as NIS2 reinforce this increased focus, while expectations from customers, partners, and suppliers continue to rise – even for organizations not directly covered by the legislation.

This heightened security focus coincides with another development: the entrance has become an increasingly important part of the brand experience. The first few seconds set the tone, and how smooth, professional, and welcoming the process feels influences how the entire organization is perceived.

Taken together, visitor management and the visitor experience play an increasingly significant role in the modern workplace. How visitors are welcomed, handled, and followed up on now says more about an organization's professionalism, maturity, and orderliness than ever before.



The drivers behind the evolution of visitor management

The modern workplace places new demands on how visitors are welcomed, managed, and followed up. Several drivers interact and influence how organizations develop their visitor management — and what kind of support they need from their visitor management system.

01. Stricter requirements for control

It is no longer enough to simply know that a visit took place. Organizations need better control over who is in their facilities, why they are there, and what they have had access to.

02. Frictionless arrival

Visitors expect a smooth arrival without queues, long waiting times, or unnecessary manual steps. It's not only about convenience — it's also about pace, clarity, and creating a more professional first impression.

03. Integration with access control

The visitor flow is increasingly connected to access and zones. When invitations, check-ins, and access follow the same logic, the workplace becomes easier to manage and easier to understand.

04. Centralization for multisite organizations

For organizations with multiple offices, it is becoming increasingly difficult to sustain different local routines. The need for shared principles is growing — for control, experience, and follow-up alike.

05.

Physical and digital security go hand in hand

Visitors affect more than just the physical environment. A physical visit can mean access to data, systems, or devices — either temporarily or indirectly. When visits are not handled in a structured way, digital risks can arise that remain long after the visit has ended.

06.

The mobile phone as a natural part of the visit

Some workplaces want to offer a simpler form of digital visitor management without relying on dedicated hardware, allowing visitors to handle registration and check-in using their own mobile phones instead.

07.

A broader and more varied visitor mix

Today's visitors are not a uniform group. Contractors, couriers, consultants, candidates, and suppliers move through the same workplace — but with different needs, levels of access, and requirements for guidance.

08.

The entrance as part of the brand

The reception shapes the perception of the entire organization. An entrance that feels clear, smooth, and thoughtfully designed signals professionalism. An entrance that feels manual or unclear signals the opposite.



When visitor management no longer meets the requirements

For many organizations, the challenge is not necessarily the visitor management system itself, but how the overall setup fits together. One office may have a well-functioning visitor process, while another still relies on manual routines. Some parts of the visitor flow are updated and well-designed, while others are built on ways of working that haven't been evaluated for a long time.

This means the differences often lie in practice, not in ambition. Visits are handled differently depending on location, person, or situation. This can work as long as the pace is low and everyone understands the context. But when more flows need to be managed, more types of visits need to be accommodated, and expectations for control and experience increase, the inconsistencies become visible.

This is also why development isn't just about technology. It's about reviewing the entire journey. What does the logic look like from invitation to arrival, access, stay, and departure? How consistently does it work across offices, teams, and departments? And how much still relies on local solutions, habits, or someone simply "making it work"?

When that review doesn't happen, the same two issues typically arise: the experience becomes inconsistent — both for visitors and internally — and the workplace becomes more dependent on manual steps, personal knowledge, and temporary exceptions. That's when outdated ways of working really start to show.

Common signs that the visitor flow isn't aligned



Different offices work in different ways



Visitors can come and go as they like



Visitors receive different information depending on who invited them



Visitors are unsure about the next step upon arrival



Manual exceptions have become part of everyday routines



The reception experience is the same for all types of visits



The flow only works when the "right" people happen to be on site



It's difficult to get a clear picture of who has been on site and why

Checklist: how to evaluate your visitor flow



Map out who actually visits you

Start by identifying the different types of visitors you have. It's not enough to think of "visitors" as a single group. Candidates, consultants, contractors, couriers, suppliers, and partners all move through the organization in different ways and with different needs.



Define the needs for each type of visit

Different visits place different demands on information, handling, and access. By adapting the visitor flow to these needs, you create both a better experience and clearer control — without making the process more complex than necessary.



Decide what kind of experience you want to create

The visitor flow is also part of how your organization is perceived. Consider how you want it to feel to arrive at your workplace: clear, fast, personal, or security-focused. The experience shouldn't be an afterthought — it should be built into the flow from the start.



Visualize the entire flow

Look at the entire flow, not just the entrance. What happens before arrival, during the visit, and afterwards? Identify where responsibilities shift and where manual steps or uncertainties exist — that's often where friction and risk appear.



Set clear routines for traceability and data

Decide what information needs to be collected, why it's needed, how long it should be stored, and who is responsible for it. A good visitor flow isn't only smooth in the moment — it should also be clear, traceable, and manageable over time.



Conclusion

Looking ahead to 2026, it's clear that workplaces are changing not only through increased presence at the office, but also through higher pace, more activity flows, and greater demands for everything to work seamlessly together.

This applies equally to physical visits. How visitors are invited, received, and followed up has become an integral part of how the workplace operates day-to-day— and how the organization is perceived from the outside.

The organizations that will succeed moving forward are not only those that manage risks effectively. They are also the ones that use this shift to create a more coherent visitor experience, a clearer reception, and ways of working that function consistently across the entire workplace.

Want to review your visitor experience?

Developing visitor management to meet today's expectations for experience, control, and efficiency doesn't need to be complex or time-consuming. We help organizations build a cohesive, clear, and professional visitor journey — from the first impression to a well-executed meeting. Contact our team for guidance.

[Learn more →](#)

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