February 2018

RFID Events Services. A Case Study

Autonomous & Manual Staff & Crew Check In/Out
Catering Allocation

Event:- Major Mobile Phone Manufacture. New Model Presentation Event

Client:- A Multinational Brand Experience Agency.

Venue: The Fira. Barcelona.

The Brief

To streamline and enhance Time & Attendance Management of 700+ Accredited Staff and Crew.
To accurately monitor on-site Catering Allocations during two week build and break of event.

The Challenge

Getting Staff and Accredited Local and UK Crews quickly and reliably logged on and off site can be a lengthy and time consuming process. It is also very difficult to ensure every single person diligently logs in and out every time, especially when there is constant coming and going. In the instance of this event in Barcelona, prior to the Mobile World Congress, security was also an important issue.

Additionally it was essential for management to know who was on site at any given time, and to receive reports on names and numbers of people on site at the end of the day. These numbers had to be accurate and include anyone who had not manually logged in or out.

Finally it was necessary to accurately monitor the catering allocation to ensure the correct staff and crews received meals.

The catering solution had to replace a drawn out and time consuming process whereby catering allocations consisted of thousands of meal vouchers. Vouchers have been lost, mislaid etc leading to frustration and post event catering reconciliations inaccurate and unreliable.

The Solution

Long Range & Short Range RFID Access Control

On initial arrival all crew and staff credentials were checked against their records on the event database. They were then issued an RFID Card attached to a lanyard. Embedded within the card was a short range RFID HF (high frequency) Chip and a long range UHF (ultra high frequency) Chip. All staff, without exception, were instructed to tap their card on a scanner every time they arrived and left the site, even it they are "just popping out" for some fresh air.

The strategically placed scanning sleds were attached to laptops which showed a Green Screen for tapping in and a Red Screen for tapping out as illustrated below.


HF Scanning Sled. Red for "OUT"

HF Scanning Sled. Green for "IN"

This replaced the previous system which required each individual to find their name of a database and select in or out. This caused queues and delays that led to some not bothering to log in or out.

The other element of the access control system consists of a UHF, long range, scanning portal. This was introduced for those "forgetting" to tap in and out. As there was only one access point onto the site a "goal post" gantry was positioned so that everyone entering and leaving the site had to walk underneath it. As they did so the Long Range UHF Scanner read the UHF Chip in each individual's ID card.

UHF Scanner Traffic Light

Card with HF & UHF Inlays

A traffic light was simultaneously activated to alert security if an amber or red light showed so that they could check the individuals credentials

As each ID card was assigned to an individual the system would record every arrival and departure registered from the HF and UHF RFID Inlays in the cards.
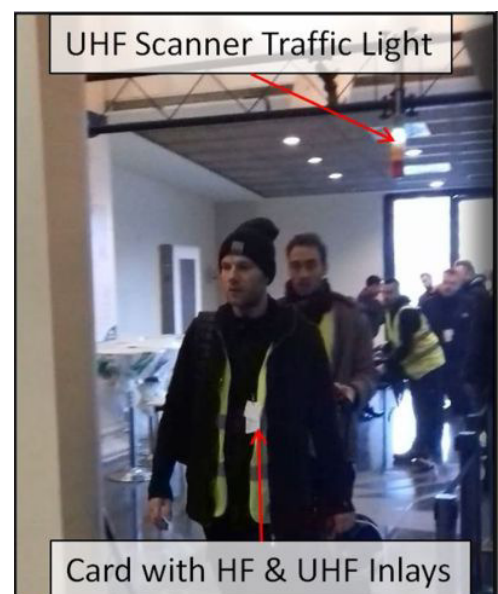
Catering Allowance Management

Every day during the 2 week build and break hundreds of meals at lunch and dinner had to be served. Using the same ID Card each individual was scanned by a member of staff using an RFID HF PDA Scanner.

When scanned the system would check, over the wireless network, the catering allocations for the individual. If a meal allocation was assigned the screen shows green. If not a red screen indicated that the individual needed to go to the on-site office to check their catering allowance.
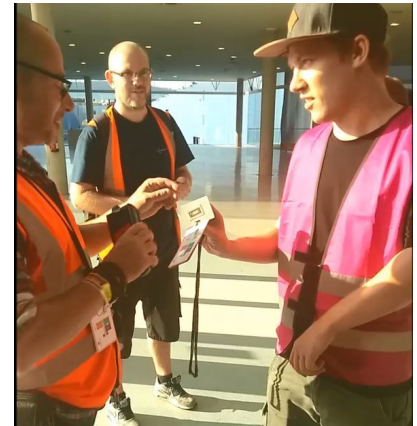
The Result

Access Control

Once all staff had been registered on day one and issued with their RFID HF/UHF Card it could be used for the duration of the event for access control and catering. Any changes to an individual's permissions would be made on the database without access to the card so extra cards could be issued, cancelled or amended from the database.

Every individual's entry and exit was recorded with the access control system filtering duplicate registrations where individuals have been recorded by both the long range UHF scanner and the short range HF scanning sled.

Accredited Staff, local and UK Crews expressed satisfaction as it eliminated the queues normally experienced every morning and evening due to the speed at which they could log in and out.

Accurate and accountable records and reports were made on a regular basis and made available to the event management and venue staff.

Catering Allocation

Previously thousands of paper meal vouchers had to be sorted into hundreds of envelopes and handed out to each individual on site. This took up valuable time and lead to omissions and errors and could not be properly audited.

Once digitalised, management of the catering allocations took very little time to prepare and simple to use ensuring far smoother and speedier access into the dining area.
Records could be reviewed by the team managing the catering to reduce waste and make accurate reports for post event invoicing and reconciliation.

Conclusion

Our Client, the Brand Experience Agency, expressed satisfaction on all elements of the Access Control and Catering Management Solutions. Live reports from the Access Control Solution provided a means by which individuals, groups and totals on site could me checked and monitored at any time. This included the end client (Mobile Phone Manufacture) whose Staff and VIPs movements on and off site where mostly recorded by the UHF Long Range Scanners.

This level of accurate reporting helped with mandatory requirements for health and safety, fire regulations, tracking site-wide time and attendance, induction briefing attendance right down to recording the movements of each individual.

The accumulated data was also available for post event debriefs, staff and crew performance reviews, local crew attendance queries, accurate financial catering reports. Wrist and Global can generate reports to suit client requirements, depending on what particular aspect of the event the customer needs to focus on.

In closing, it is worth noting that once the database and necessary APIs have been established it is relatively straight forward to add other elements such hand-held radio management, access control for restricted areas on-site, crew accommodation management, luggage management and identification - all elements that contribute to efficiencies and savings.

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