## Sign In Solutions

# A Leading Life Sciences Company

How a leading life sciences company streamlines security, compliance, and visitor management at scale across 1,000 global locations with Sign In Solutions.

## Enhancing Security and Compliance at Scale

With **nearly 1,000 global buildings, 3,000 weekly travelers**, and a **security team of just eight people managing worldwide operations,** this leading life sciences company faced enormous security and compliance challenges. The company operates in a **highly regulated environment,** requiring **comprehensive visitor tracking** to meet strict compliance mandates from **DEA, FDA, and other regulatory bodies** while also mitigating risks related to **intellectual property (IP) theft and global security threats**. By implementing **Sign In Solutions**, the organization standardized **visitor management, strengthened compliance processes, and enhanced security monitoring**, creating an **efficient, scalable, and globally unified approach**.

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| **Location** | **Industry** | **Size** |
| Global Headquarters, MA | Biotechnology & Life Sciences | 140,000+ |

### ☹ Challenges

- **Managing security across 1,000+ locations** with only a small security team.

- **Ensuring compliance** with strict DEA, FDA, and ITAR regulations for visitor tracking.

- **Preventing IP theft and insider threats**, particularly given global risks and corporate espionage concerns.

- **Lack of standardization** across acquired business units and a **fragmented visitor management processes**.

- **Limited real-time monitoring and audit capabilities**, making compliance reporting cumbersome.

### 🚀 Results

- **Unified visitor management system** across all Tier 1 sites and many Tier 2 sites, ensuring standardization at high-priority locations.

- **Automated compliance verification**, reducing manual errors and ensuring adherence to ITAR, DEA, and FDA regulations.

- **Integration with the Global Security Operations Center (GSOC),** providing real-time monitoring, watchlist screening, and compliance oversight.

- **Scalable, centralized platform,** eliminating disparate manual tracking methods and significantly improving operational efficiency.

## Managing scale and complexity of deployment

As a rapidly growing organization through acquisitions, the company faced major challenges in standardizing security processes across its vast footprint. Each acquisition introduced **new locations, employees, and systems**, requiring a flexible yet globally consistent approach. According to the **Director of Security**, *"We're a huge organization, a bunch of different acquisitions, and each one of those comes with thousands of people, issues, and systems. Trying to make it all fit together is my job."*

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Deploying **Sign In Solutions** allowed the company to create a **scalable system** that could be quickly adopted across new acquisitions. By **eliminating inconsistent security processes**, the organization ensured that all sites followed the same visitor protocols. This standardization also enabled **efficient onboarding** of new locations, immediately aligning them with corporate security and compliance requirements.

## Regulatory and IP protection driving the need for VMS

Beyond compliance, the company faced **significant concerns about intellectual property theft and insider threats**, given its focus on high-value, proprietary scientific innovations. With many facilities subject to **DEA and FDA oversight**, it was critical to track all visitors accurately for audits and security risk mitigation.

Prior to implementing Sign In Solutions, many locations relied on **manual visitor logs**, which were prone to errors and security lapses. As the **Director of Security** described, *"You had security guards with a notepad and a pen, and then they'd spill a cup of coffee on it, and there goes three months of visitor information."*

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With **Sign In Solutions**, the company transitioned to a **centralized digital system** that allows all visitors to be **pre-screened and verified against watchlists** before entering secure locations. Digital records ensure that no data is lost, and compliance audits can be conducted instantly with **automated reporting capabilities.**

## Adoption and internal buy-in

Implementing a global visitor management system required **significant internal advocacy and change management**. Initially, many locations were **reluctant to abandon legacy processes**, and the security team had to drive awareness and adoption across the organization.

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Over time, adoption has significantly improved. Today, **nearly all Tier 1 sites in the Americas and EMEA have deployed the system**, and Tier 2 sites are steadily adopting it. Some **APAC sites have faced challenges due to device procurement and leadership turnover**, but progress is ongoing to ensure global standardization.

## Integration with the Global Security Operations Center (GSOC)

A critical advantage of **Sign In Solutions** is its integration with the company's **24/7 Global Security Operations Center (GSOC)**. This high-level command center manages **security alerts, visitor tracking, and risk assessments** worldwide, ensuring that all visitor data feeds into a unified monitoring system.

As the **Director of Security** emphasized, *"It all has to tie back to our 24/7 GSOC. We need to have watch lists there. It needs to be at all our Tier 1 sites. It's not just the Northeast or America—it's got to be global."*

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By linking visitor management directly to **GSOC**, the company now has **real-time visibility into who is on-site at any given moment**. Security teams can **flag and respond to threats instantly**, while compliance teams benefit from **automated tracking** that simplifies audits and reporting.

## Scaling for future growth and expanding use cases

The success of **Sign In Solutions** in visitor management has led to discussions about expanding into additional compliance and security applications. The company is evaluating how the platform can support **room booking, access control, and enhanced compliance oversight**. However, due to its **highly siloed organizational structure**, further expansion requires cross-departmental collaboration to align stakeholders and integrate additional functionalities seamlessly.

## Strengthening security and compliance for the future

By implementing **Sign In Solutions**, this leading life sciences company has transformed how it manages **security, compliance, and visitor experiences** across its global footprint. Through **automation, real-time monitoring, and integration with GSOC**, the company has built a **scalable, efficient, and highly secure environment** that protects its operations, assets, and people.

> "Sign In Solutions has been a game-changer for us. It's not just about visitor management—it's about protecting our people, our assets, and our reputation on a global scale."
>
> **Director of Security**

## Get on the same page with Sign In Solutions

⚠️ **Minimize risk**

Improve pre-registration processes, utilize internal and third-party watchlists, verify identities, and ensure audit readiness.

📈 **Maximize efficiency**

Meet complex operational requirements through advanced automation, customization, and access control integrations.

🛡️ **Enhance experience**

Elevate every part of the process for employees, visitors, and contractors through seamless check in, white label branding, emergency preparedness, and robust meeting and appointment planning.

**Ready to upgrade your compliance experience?** **Contact us**