

## CASE STUDY

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# John B. Sanfilippo & Son<sup>®</sup> Automates Visitor Tracking and Reporting, Stays in Food Safety Compliance with LobbyGuard<sup>®</sup>

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### **JOHN B. SANFILIPPO & SON, INC.**

Headquartered in Elgin, Illinois, and with locations in California, Texas, and Georgia, John B. Sanfilippo & Son is one of the world's leading suppliers of nuts and nut products to consumers and food manufacturers.

- Founded in 1922 in Chicago, IL
- Monitor and track more than 25,000 annual visitors
- 6 LobbyGuard<sup>®</sup> kiosk units across 4 locations

### CHALLENGE

In 2013, as stricter federal food safety governance went into full swing following the enactment of the Food Safety Modernization Act (FSMA), John B. Sanfilippo & Son (JBSS), one of the world's leading suppliers of nuts and nut products, began looking for a way to automate its visitor management protocols. With four locations and more than 100 visitors a day across all facilities, JBSS needed to be able to track and report reliably and accurately on some 25,000 annual visitors.

“We initially began searching for an automated visitor management system to comply with, first, SQF (Safe Quality Foods) guidelines and then FSMA regulations as those went into force,” explains Kelly Day, JBSS Senior Director of Administration, whose role encompasses risk management, property management, office technologies, and consumer relations. “We needed to be able to produce detailed reports on precisely who was coming in and out of our facilities for auditors, and we didn't want to have to rely on handwritten and potentially inaccurate visitor logs. Manually recording and tracking each visitor was becoming quite laborious, and the necessity to have those documents ready and in the right place was becoming problematic. We really needed an automated solution.”

### SOLUTION

After researching the market, Day and JBSS turned to LobbyGuard to automate their visitor management processes. With three LobbyGuard kiosks in the company's Elgin, Illinois, headquarters and one each at its facilities in California, Georgia, and Texas, all facility entrances are covered.

“Ultimately, it was my decision to bring in LobbyGuard,” Day says. “I worked closely with our QA team and with SQF to determine exactly what we would need as far as a visitor management system was concerned going forward. The LobbyGuard® system instantly made tracking and reporting on every visitor to our facilities much easier and the records much more accessible.” Day points out, “We don’t use the visitor management system for background checks, and we don’t have a red flag list *per se*. We don’t retain any data other than what’s necessary for audits.”

## RESULTS

Day says that JBSS is very happy with their decision to go with the LobbyGuard solution. **“The ease of tracking each and every visitor is critical for satisfying auditors.** The ability to look at a glance on the dashboard and know who is actually on the property and who isn’t in real time is also fantastic. And with LobbyGuard, visitor check-in tasks are so much simpler for our front desk staff at each location. They especially like the automated email alert feature that notifies host personnel when their expected visitor arrives. It enables our reception staff to assist visitors with questions rather than spend minutes on the phone alerting employees to their presence.”

When asked how visitors themselves react to the presence of the LobbyGuard system, Day says, “At first, some were a little surprised, joking that it was getting harder to get into our company than Fort Knox, but they all understand the system’s purpose now and accept it. They get that LobbyGuard is there to help us protect food. Our customers are impressed and reassured that we have the system in place. It says to them that we are doing everything we can to safeguard their products.”

“LobbyGuard is just immensely helpful when audit time rolls around,” Day continues. “Because we can produce visitor reports almost instantly, of course we get good grades on our inspections.” And the perceived value of the LobbyGuard system to JBSS? “Very valuable,” states Day. “We have on more than one occasion gone back into the records to

confirm the presence of an individual at a facility – for whatever reason – and without LobbyGuard that would be extremely difficult and time consuming to accomplish. The system really helps us monitor visitors and customers across all our locations. It’s an essential part of our facility security and food safety protocols. Now that we have LobbyGuard, we certainly wouldn’t want to go back.”

Day concludes, “I would definitely recommend LobbyGuard solutions to any company looking to automate its visitor management protocols.”

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— Kelly Day, Senior Director of Administration,  
John B. Sanfilippo & Son

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