

Frequently Asked Questions about ONE PASS

1) What is TM ONE Predictive Analytics Screening Solution (PASS)?

TM ONE Predictive Analytics Screening Solution (PASS) is a digital solution that helps to screen the individuals that are coming into any building or premise. It is an assessment tool for screening whether the individual could be a possible health threat.

ONE PASS is an intelligent solutions to deter, detect and contain any potential spread of pandemic outbreak via individuals that are coming to a building or premise

2) Who is this solution for?

This solution is for anyone who wants to ensure a safe environment for individuals, employees and customers. This solution suits the needs of building owners, building management companies, employers, organisations, hospitals, public transport terminals, schools, etc

3) What are the benefits of having ONE PASS?

This solution provides business continuity for your organization. It enables building owners, building management companies, employers, and organisations to declare their building as a “safe zone” to work by implementing state-of-the art health screening solution.

It is a quick and accurate solution for thermal health screening before they enter your building or premise and promptly alerts if there is potential health threat detected by the visitor health screening application/dashboard.

4) What are the main features of ONE PASS?

Segregate with E-Forms

Web-based Visitor Health Screening solution self-declaration assessment to screen out individuals with possible COVID-19 symptoms.

Enable Physical Screening

Deploy thermal scanners, cameras, and sensors to screen out COVID-19 symptomatic employees and visitors at entry points, and within the workplace.

Centralized Dashboard for information management, reporting and analytics

Collect data from e-forms, thermal scanners, sensors and cameras, and analytics engines for AI driven predictive insights and visualization. This prevents

new infections as well as ensures swift and effective tracking of visitors/employees' whereabouts in the premise.

Subscription Based Solution

Benefit from a subscription based model. Accelerate safe return-to-work initiatives with a quick and accurate solution implementation for health screening.

Flexible and Customisable Solution

Different businesses have different needs. Build your own return-to-work solution based on your budget and requirements.

5) What are the technical capabilities of ONEPASS?

ONE PASS is a contactless solution with real-time temperature updates at an accuracy of +/- 0.3 degree Celsius for up to 100 persons a minute within the range of 1 meter to 3 meters. The solution includes a Visitor Management System (VMS) for self-declaration e-forms and identifying individuals with fever within the premise. Capable of storing starting at 25,000 user profiles above, VMS allows for a comprehensive on-premise tracking, along with open API that allows easy integration with other predictive analytics engine, pandemic GIS and contact tracing system. The data from VMS and the thermal cameras are hosted in secured, world-class TM ONE data center.

6) Is ONE PASS affordable?

ONE PASS is a flexible and customisable solution to meet the needs of your organisation.

7) What is the pricing for TM ONE PASS?

The basic package starts at RM599 per month. There are various optional add-ons available for customisation of solution to meet your organisation needs.

BASIC PACKAGE		+ ADD-ONS (Optional)
<p>Device starts from RM599 / month <i>* also available for outright model</i></p> <p>Come with</p> <ul style="list-style-type: none">○ VMSLite software○ Thermal Camera with facial recognition feature○ Auto temperature updating to VMSLite○ Up to 50,000 face images○ +/-0.3 accuracy level○ Inclusive of 1 year cloud hosting○ Online support only○ Minimum subscription of 1 year		<p>Price will be quoted separately based on items & quantities</p> <ul style="list-style-type: none">○ VMS Pro Software for in-building people's tracking○ High-speed camera detection with crowd scanning capability & 3 meter scan distance○ Integration with other systems*○ Predictive Analytics*○ Customize application and dashboarding*○ Management console (notebook)*○ LCD screen*○ Nationwide full comprehensive support○ Enclosure / customized pole (optional)

8) My building is not categorized as a critical premise. Do I need to subscribe to this solution?

Yes and this will complement and improve your existing physical security

9) Is this solution only applicable during the COVID-19 crisis, or it can be used post COVID-19 pandemic?

It can be used throughout the year, to complement existing physical security

10) Is there any special connectivity I have to prepare at my premise or building, in order to use ONE PASS?

For the thermal camera, basic internet connectivity would suffice, wired or wireless. This is because the video processing for getting the thermal reading will be done locally within the equipment and accessories installed on-site. The connectivity is required for sending specific set of data and image snapshots to the backend processing system. Hence the bandwidth requirement is very minimal. Additionally, we require electrical power source to power up the thermal camera and other on-site equipment.

11) Is this solution using wired or wireless connection for the camera?

The camera unit is using wired USB connection to the supplied tablet / All-In-One Desktop PC (AIO) or on-site PC. The tablet / AIO / on-site PC will be connected to the internet via wired or wireless connection.

12) I am concerned about my premise's visitor's information. Is the data captured safe?

Yes. All data captured is PDPA compliant and stored at our world class State-of-art and industry certified TM ONE Twin Core Data Centre.

13) Why ONE PASS?

As the Nation's leading end to end digital enabler, TM ONE is able can cater for your organisation's customised and unique needs to meet your business needs. The have the workforce to deliver and deploy the end to end solution.

14) What is the service delivery lead time, once I subscribe to this solution?

Within 3 – 5 weeks in Klang Valley (subject to MCO restriction)

15) What is the warranty & SLA?

Device warranty is included with the subscription, with SLA of next business day within Klang Valley and 5 working days elsewhere (subject to MCO restriction).

16) What is the support provided by TM ONE?

TM ONE call center which operates 24/7 will be the single point of contact for any technical support you need.

17) I want this solution! How can we get it?

You may contact your TM ONE Account Manager or submit your interest at TM ONE website at www.tmone.com.my