

Centralized Compliance, Streamlined Operations

Litehouse Inc. Modernizes Check-Ins for More Efficient Visitor Flow & Audit-Ready Records



The Landscape

Litehouse Inc. is a prominent food manufacturer in the United States, celebrated for its diverse range of products, including refrigerated and non-refrigerated salad dressings, dips, cheeses, sauces, freeze-dried herbs, rubs, and condiments. Headquartered in Sandpoint, Idaho, the company also operates facilities in Michigan, Utah, and Virginia. As a 100% employee-owned company, Litehouse Inc. fosters a

"FacilityOS hit the sweet spot between functionality and cost."

Taylor Martin,
Change Management Analyst, Litehouse Inc.

culture of shared success and innovation, empowering its team to deliver high-quality products that are trusted by customers nationwide.

The Challenge

Litehouse Inc. saw an opportunity to strengthen visitor, contractor, and emergency management processes by moving from paper logs to a centralized digital system. Hosting over 1,000 visitors, contractors, and drivers each month, the company aimed to streamline workflows, improve compliance, and enhance safety across all locations.

Like many in the industry, visitor, contractor, and driver interactions relied on paper logs and scattered spreadsheets, making it difficult to access a single, current record. "Documentation was dispersed across HR, safety, and operations," noted Taylor Martin, Change Management Analyst at Litehouse Inc. Unifying these processes aimed to standardize procedures and reduce the time spent reconciling multiple sources.

Litehouse Inc. also sought to streamline driver check-ins, speed dock access, and

improve security through accurate badge tracking and enhanced credential verification.

Beyond visitor check-ins, Litehouse identified additional opportunities for safety and process integration. For emergency management, Litehouse plans to implement a documented muster system during drills, improving visibility and readiness. "By moving beyond verbal roll calls, we can achieve greater accuracy and peace of mind," said Taylor Martin, noting plans for a physical roster with digital logs, plus SMS alerts to quickly confirm who is on-site.

The company also aims to unify visitor sign-in and contractor onboarding into one platform, connecting policies, documentation, and data across all facilities. This cohesive system would ensure consistent protocols, real-time oversight, and stronger safety measures.

Litehouse looked to solve 3 key challenges:



Inefficient Manual Operations



Lack of Streamlined Emergency Procedures



Desire for a Centralized Digital Platform





The Journey

Litehouse Inc. saw an opportunity to strengthen safety and compliance through improved visitor management. As a food manufacturer, the company aimed for robust screening processes and evaluated digital solutions that met operational and compliance needs. After defining requirements, the team researched vendors, narrowing the list to three.

Research, Proof of Concept, and Selection

Demonstrations revealed some platforms lacked contractor management, while others exceeded budget or needs. A proof of concept with FacilityOS's VisitorOS tested visitor, driver, and contractor workflows in

real conditions, proving its ability to manage both routine and complex check-ins.

The trial confirmed VisitorOS could handle both routine and complex workflows with ease, meeting every operational and compliance requirement the team had outlined from the start.

FacilityOS stood out for balancing functionality and cost, plus offering EmergencyOS for integrated emergency management. Responsiveness and support from the FacilityOS team also played a key role. Confident in both platform and partnership, Litehouse began deploying VisitorOS, with EmergencyOS planned to follow.

The Solution

Litehouse Inc. modernized operations by partnering with FacilityOS to replace paper processes with a digital platform. Working closely with FacilityOS specialists, the team ensured a smooth rollout and built user confidence from the start.

Implementation and Training

Following a successful proof of concept, Litehouse deployed VisitorOS for visitor check-ins, contractor onboarding, safety briefings, and driver check-ins. FacilityOS configured the platform for each site and provided tailored training, user guides, and coaching sessions. “One half is the implementation, and the other half is learning how to use the system fully,” noted Martin, highlighting the importance of both setup and ongoing refinement.

Support included refresher videos, quarterly check-ins, and prompt updates. “The hands-on support kept our users confident long after go-live,” Martin added.

The next step is adding EmergencyOS to digitize muster procedures and integrate visitor sign-in with emergency workflows, ensuring “everyone is accounted for during drills or incidents.”

“If something malfunctioned or required adding a new field, the FacilityOS team promptly accessed the system to implement the necessary adjustments.”

Hailey Dunn,
Corporate Communications Specialist,
Litehouse Inc.



The Benefits

With VisitorOS in place, Litehouse improved efficiency and compliance tracking. The move to FacilityOS quickly improved speed, consistency, and communication across daily operations.

- **Operational Excellence & Staff Empowerment:** Manual sign-ins were replaced with quick kiosk check-ins, cutting guest processing time from minutes to seconds and reducing front desk workload.
- **Enhanced Visitor Compliance Management:** All visitor and contractor records are now securely stored and instantly accessible, creating a complete digital audit trail for safety and HR teams.
- **Streamlined Driver & Logistics Operations:** A dedicated kiosk now lets drivers check-in independently, speeding dock access and giving supervisors real-time visibility.
- **Enhanced Security Awareness:** Digital logs enable rapid, informed responses to potential security issues, including providing police with immediate visitor data.

Conclusion

FacilityOS transformed Litehouse Inc.'s operations by replacing paper workflows with a unified digital platform, improving compliance, efficiency, and security. Check-ins now take seconds, giving staff more time for higher-value tasks and managers instant visibility into all visitors, drivers, and contractors. Automated notifications, audit trails, and upcoming emergency management features further strengthen oversight.

The project's success reflects both the platform's capabilities and the strong partnership between Litehouse Inc. and FacilityOS, built on collaborative training, tailored configuration, and responsive support. As the team looks forward to exploring additional FacilityOS modules, this shared commitment to continuous improvement promises to drive further advancements in safety, efficiency, and compliance, ensuring Litehouse continues delivering the quality, teamwork, and care that have long defined its brand.

"The ability for the system to scan the drivers' licenses reduced the time our warehouse personnel spent checking them in and allowed for a smooth transition into completing their work orders."

Taylor Martin,
Change Management Analyst, Litehouse Inc.

Feeling Left Out?

Discover the FacilityOS Difference



- ✓ Notify hosts of arrival
- ✓ Log accurate check-in times
- ✓ Complete training and induction
- ✓ E-sign documents (NDAs, GMPs, etc)

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