Enhancing Visitor Experience for a leading IT Infrastructure Service Provider

A Happy Visitor Success Story

Challenges

- ❖ Lack of real time into visitor details across multiple locations
- ❖ Lack of visibility into visitors entry and exit across multiple floors
- ❖ Pre-registering expected visitors and delegates was manual, leading to a lot of miscommunication
- ❖ Reports had to be collated and extracted manually from a single PC
- ❖ Daily pass issue for multi-day visitors
- ❖ High cost of label printing
- ❖ Audit issues due to inefficient tracking of visitor exit
- ❖ Visitor Evacuation in case of any exigency was manual

Industry

IT Infrastructure Service Provider

Employees

2000+

Locations

6, across India

Modules

Visitor Management

Register Digitization

Material Movement Tracking

Enhanced Visitor and Employee experience

The lack of visibility into expected visitor and delegates was posing a major challenge. The visitors had to call multiple times to get proper directions. Happy Visitor helped improve visitor experience with it's pre-registration function. Happy Visitor sends email invitations with all the details needed to enable visitors to find the right facility. It also sends reminders both via e-mail and SMS to both the host and the visitor in-turn to manage their time better.

With over 2000 employees working across locations, non-local employees are also managed through Happy Visitor with multi-day/ multi-visit employee passes.

Real-time Visibility leading to Improved Security

Every time a visitor enters the premises, Happy Visitor notifies the host with an email notification giving them a heads up to say "Hello" to the visitor coming to meet them with a photo embedded to identify them.

Real-time reports have enabled them to gain visibility into the visitors checking-in / out across all 6 locations. From security and safety perspective, they know exactly who is present on each location at any given time. Error-free, consistent visitor data and reports also help providing a clear audit trail.

Boosted Visitor Safety with Emergency Evacuation Lists

Having real-time visibility into the entire list of visitors from any device anytime has enabled the extract evacuation reports in seconds from anywhere, anytime. The system also sends SMS alerts to all the checked-in visitors with direction as to what to do.

The Happy Visitor Advantage

❖ Transforming visitor experience across 6+ locations

❖ Completely customized with the customer's logo and fields

❖ Cloud-based visitor management system provides pre-visit SMS notifications – avoiding all miscommunications

❖ Comprehensive real-time reports available anywhere, anytime

❖ Error-free, consistent visitor data provides a clear audit trail

❖ Improved cost savings with availability of multi-visit / multi day visitor passes

❖ Evacuation reports for emergency evacuation purposes

❖ Positively influences visitor perceptions while reducing the costs of managing thousands of visits across multiple locations

About Us

Happy Visitor is one of world's leading cloud based Visitor Management Solutions. Happy Visitor is one of world's leading cloud based Visitor Management Solutions. At Happy Visitor, our aim is to make every organization secure for employees along with making the customer experience exceptional with best in the class features like instant notifications, calendar blocking, Google / outlook calendar integrations etc.

Note : Though there are multiple modules implemented at this customer place, the focus here is only on visitor management.

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