



VGREET AT 33 HOLBORN,
LONDON, UK

ABOUT 33 HOLBORN

33 Holborn is a 9 storey, multitenant, office building located in Central London. It is headquarters to some of the UK's largest organisations across different industries. The landlord has also deployed Vgreet across other UK offices and as a result has been able to sublet floors to 3rd party tenants.

CHALLENGES

33 Holborn wanted to streamline the entire visitor and employee process in order to get people through their lobby faster whilst improving the process and reducing costs. Without a dedicated visitor management system in place, the reception team faced issues such as:

- Lobby congestion
- Prolonged queues and waiting times.
- Confusion at reception due to communication difficulties
- Tedious manual processes

As their tenants were starting to bring their people back into the office, they also wanted to offer a safe and seamless employee experience.



INTRODUCING THE MULTI-TENANT VGREET

Vpod Solutions recently installed their multi-Tenant digital Visitor Management kiosks at 33 Holborn at EC1N 2HT. A secure, compliant and all-in-one solution that provides guests and employees with an efficient and improved visitor experience.

They deployed:

4 x Vgreet's in the lobby/reception area of the office building.

KEY IMPACTS & BENEFITS

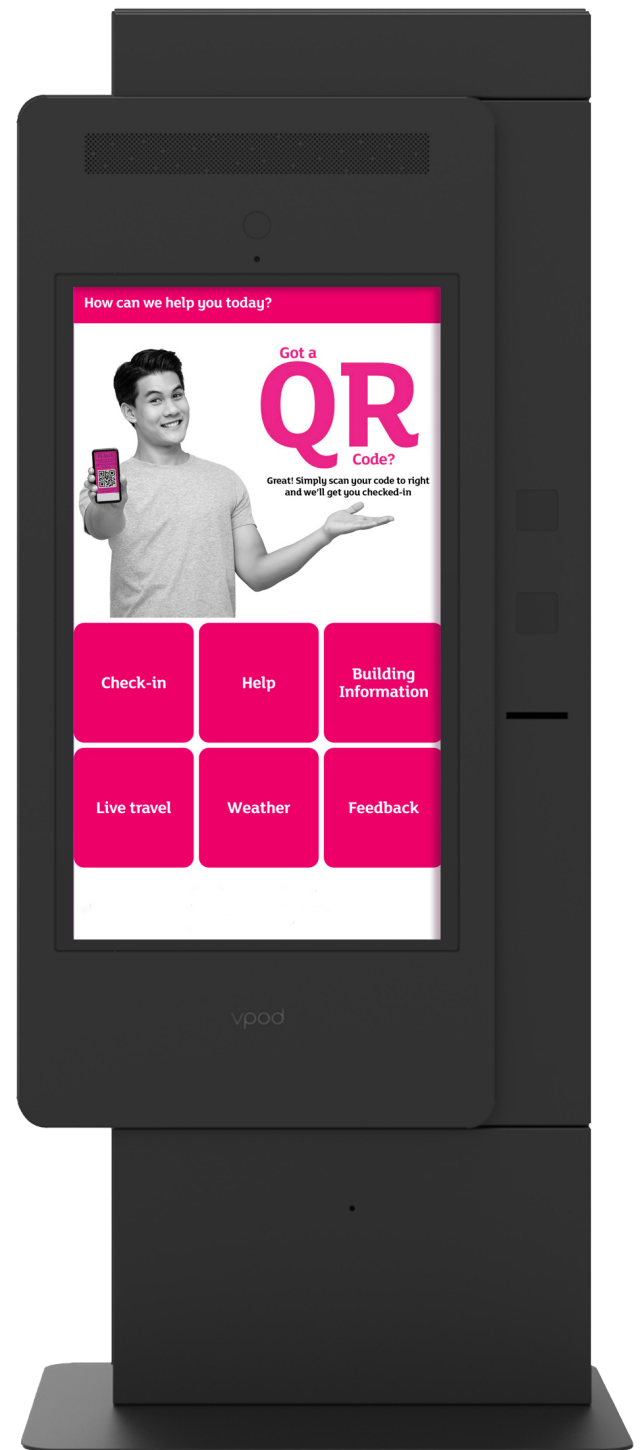
33 Holborn has been able to increase service and streamline their Visitor Management Processes by having the Vgreet's in their reception area.

REDUCED NUMBER OF RECEPTIONISTS AND SECURITY GUARDS

With the installation of Vgreet's in the lobby, 33 Holborn was able to reduce the number of receptionists and security guards that they once needed to perform the tedious manual task of checking visitors in.

THE VISITOR EXPERIENCE BEGINS AT INVITATION

Visitors are now able to pre-register themselves prior to arriving at the building with a personalised invitation sent via Outlook, sent in advance. This invitation includes all relevant details – who they are meeting, where, what time and dynamic maps to direct them to the right place. The invitation provides a photo of their host and their contact details – should they need to get hold of them.



CONTACTLESS CHECK IN

Vgreet's sensors will recognise a visitor as they approach and instruct them on how to check in. The visitor has the option of following the touchscreen process, or they can decide to use the contactless check in through the voice activated technology. The visitors can check in via a scan of their QR code which automatically triggers the entire process, printing a visitor badge, providing directions, providing secure access through the turnstiles and notifying their host of their arrival and they are on the way up to meet them.

LIVE SUPPORT

If the visitor requires assistance at any point they can press or say help and in seconds they'll be connected to a centralised team of Guest Service professionals. They'll be able to guide the visitor via video call and ensure they provide the necessary help.

FULL VISIBILITY FOR TENANTS

Vgreet's Multi-Tenant Visitor management system gives tenant users access to:

- Create a visitor and view their own visits
- Visibility of when visitors have checked-in at main reception
- Management and tailoring of workflows for visitors, employee and contractor experience
- The same management system as the property manager for full Track and Trace visibility.

ACCESS TO DATA

Property managers are able to view the data that Vgreet collects to have deeper insight into the building they manage. With real time visitor data available, they'll be able to see who is using the building and how it is being used.

ADDITIONAL FEATURES

The Vgreet's are also equipped with additional features that enhance the visitor experience by providing them with information about the facilities, their surroundings and important travel updates. The following are some of the additional features that users have access to:

- The ability to call and arrange for taxis
- Live weather updates
- Points of interest and places to eat around the area via Google Maps
- The latest travel information, including routes and delays
- Leave feedback on their experience to better inform facilities management on how to improve their service.

