



V GREET AT CBRE

61 SOUTHWARK STREET, LONDON, UK

CBRE vpod

ABOUT CBRE

As one of the largest commercial real-estate companies in the world, CBRE offers a range of integrated services, including property management, leasing, facilities and property sales amongst many other of their first-class services. Their GWS (Global Workplace Solutions) EMEA HQ is based at 61 Southwark Street, in London.



VISITOR MANAGEMENT CHALLENGES

The Workplace Experience Host Team and Front of House staff at CBRE had implemented several different visitor management processes to cope with the influx of people arriving at their office, all of which were heavily reliant on manual tasks. This decreased the productivity of reception staff and prevented them from having an optimal check-in process for their people and visitors.

CBRE's main objectives in implementing Digital Visitor Management were:

- To create a safer workplace after the Covid-19 pandemic.
- To create an impressive visitor experience that reflected their brand and improves customer service journey.
- Remove tedious manual processes from Front of House Staff and increase productivity.
- Implement long term security protocol and procedures.
- Have full visibility and understanding of visitor traffic.
- Create a powerful full Visitor Management procedure through digital processes.

INTRODUCING VGREET

Vpod Solutions installed their digital Vgreet Visitor Management kiosks at CBRE's Global Workplace Solutions EMEA headquarters in London in May 2021. They deployed: 3 Vgreet Kiosks within 61 Southwark St. London.



IMPACT & BENEFITS

CBRE has been able to remove 80% of their manual processes from their front of house team by having the Vgreet at the entrance of their office as well as deliver productive workflows for both their external and internal visitors.

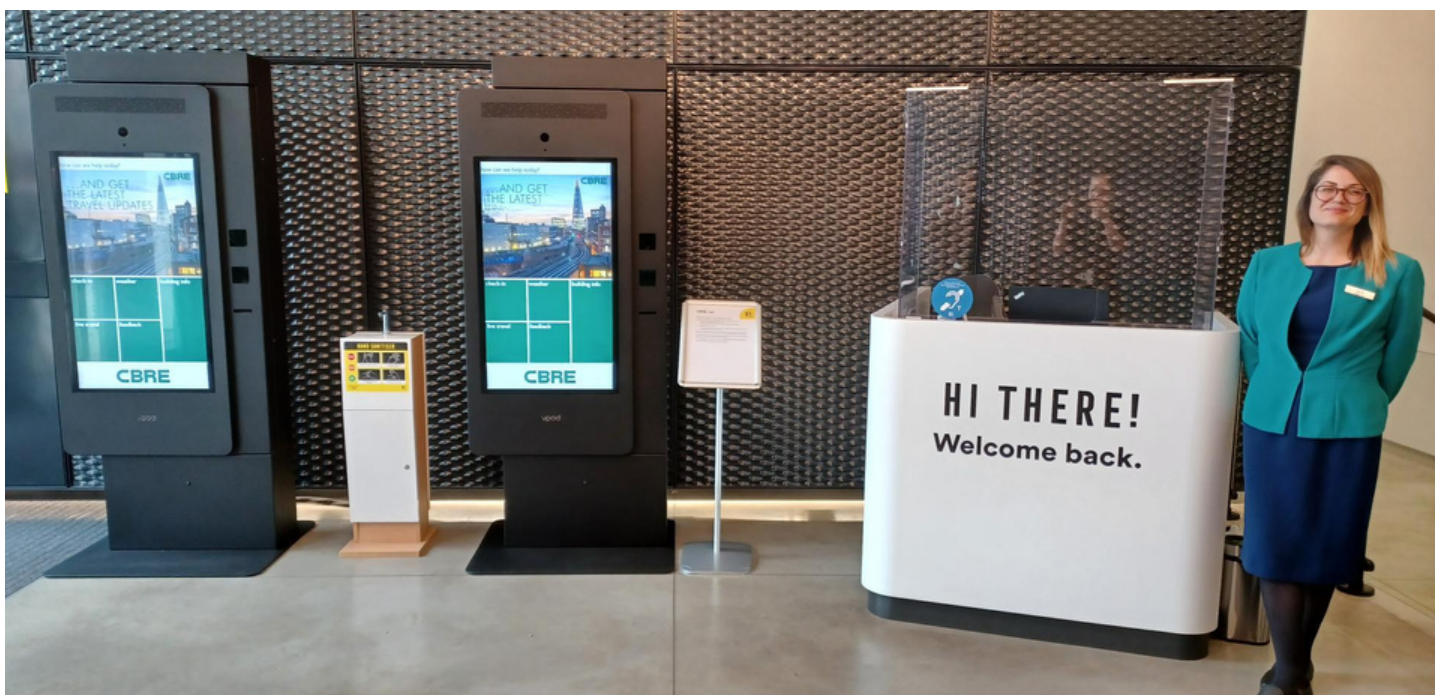
COMPANY POLICY & PROCEDURE

The technology behind Vgreet allowed CBRE to integrate and use their systems. This meant that they were able to continue to follow their company policies and procedures without having to re-train internal staff to adopt new processes.

REGISTRATION BEFORE ARRIVAL

Their visitors are now able to pre-register before they arrive at the building, which allows receptionists to have 100% visibility as to who is expected to visit for the day – the time they arrived and the time they left. A personalised invitation is sent from the visitor's host that provides them with all the necessary details about their meeting in advance – including who, where and the time of their meeting.

The invitation also includes dynamic maps to support the visitor with wayfinding as they make their way to the building and right up to the meeting room. It also includes a photo of their host to help with familiarity– should they need to get hold of them beforehand. The invitation can also include important documents such as health surveys and NDAs.



SECURE ACCESS

A QR code is also issued. This acts as the individual's key to accessing secure barriers in the building once they've completed the check-in process – without having to ask for any intervention from reception staff.

TOUCHLESS CHECK-IN

The entire Vgreet process can be virtually hands-free – keeping people safe and also providing a quick and easy way of checking in, preventing the reception area from getting congested with people. As the guests approach Vgreet, its motion sensors will detect the guest's arrival and will prompt them to check-in. The visitor has the option of using voice-activated technology to check-in, or they can scan the QR code they were provided, which will automatically notify their host of their arrival, as well as provide directions, secure access and print their visitor badge as their identification to use within the building.

A QUALITY USER EXPERIENCE

From the visual impact of Vgreet's technology to the powerful experience it offers for guests, visitors and front of house staff, CBRE is able to highlight their company brand and values – to deliver the best technology for corporate building management.

Dominika Gaj-Vatansever, the Workplace Experience Host Manager at CBRE Southwark Street, has said that Vgreet will also become part of CBRE's future sales strategy:

"Visitor management is a part of CBRE's global workplace solutions. Now we have Vgreet's in our London flagship office, we will also use them to showcase new, innovative technology to our clients."