

COST SAVINGS AT ESSEX COUNCIL WITH VGREET

Council buildings are busy spaces that can be host to a myriad of different departments, all located in different parts of the complex, leading to overstretched receptionists and frustrating delays for visitors.

Essex County Council's facilities provider Mitie contacted Vpod to look at streamlining visitor management at the Council's SEAX House HQ every day. Installing Vgreet digital visitor management system within a building's entrance meant that visitors could be immediately connected to the person they needed to speak to to resolve their enquiry, didn't need to have to navigate multiple departments and best of all for the council, a single receptionist can answer all queries and could be located in the most practical location for the Council, not stuck at a front of house desk.

Mitie is a FTSE 250 strategic outsourcing company and in fact, both Mitie and Essex were awarded the 'Best Public Sector Partnership' award at the 2013 Premises and Facilities Management Awards.

With pressure on public finances, councils are constantly looking at innovative ways which they can deliver services more efficiently and also look at potential cost savings. Mitie identified that the use of a Vgreet digital reception system could deliver an even better service to Seax House visitors and still have a positive effect on costs meaning more revenue available for other services.

Vpod have wide experience in working with large, complicated organisations and also dealing with their service providers, ensuring quick and complete delivery of a bespoke solution, on-time and on-brand ☒ – ultimately a simple, elegant solution such as Vgreet can make day-to-day operations smoother, simpler and cheaper from day one.



“This is a prime example of how the Vgreet can streamline operations in a relatively large and established organisation. It’s an efficient way of making sure both customers and service providers stay happy”