

JAVITS CENTER

VGREET FOR
CONVENTION
CENTRES

CONTRACTOR
MANAGEMENT

CASE STUDY

vpood



ABOUT THE JAVITS CENTER

The Javits Center is known as one of the busiest convention centres in North America, boasting a conference space of over three million square feet. Home to hosting several annual events, such as the New York Comic Con and the New York International Auto Show, Javits Center is a space that makes a cultural impact worldwide.

This case study will examine how Javits managed to reduce inefficiencies around contractor management with Vpod's Vgreet reception kiosks, allowing them to reduce headcounts, save time on check-ins, and lower costs for visitor access badges.

CUSTOMER CHALLENGES

With no dedicated contractor management system in place, the Javits Center often experienced large queues due to tedious manual processes, with staff having to get everybody through the building quickly and safely. This would sometimes result in security and reception staff having to deal with contractors getting lost.

With the amount of people who come through, Javits realised the inefficiencies in their process and sought to transform the service of getting contractors into the building for large events by implementing a contractor management solution. They wanted to upgrade the speed of access for all contractors, reduce the need for increased personnel, and remove manual tasks - such as handing out one-time-use access wristbands - without compromising security.

In August 2022, Javits deployed **4 Vgreets** at their reception.



INTRODUCING VGREET

After implementing the right technology, the Javits Center has been able to streamline their entire contractor management processes by having Vgreet at their entrances.

Pre-registration

Contractors can register and complete prerequisites prior to arrival. Their visitor journey begins before they have even left the house, with a personalised invitation sent via Outlook, which includes all relevant details regarding their visit.

Please confirm you have shared all necessary documentation prior to attending site (including RAMs, Liability Insurance etc)?

Yes No

This includes a photo and contact details of their host and dynamic Google Maps wayfinding to direct them to the right place. With this, all the mundane check-in tasks have been alleviated through prerequisites being completed prior to arrival.

Vgreet also sends a QR code that acts as a key to accessing the office after check-in, without the intervention of staff, which saves the centre the cost of physical access passes.

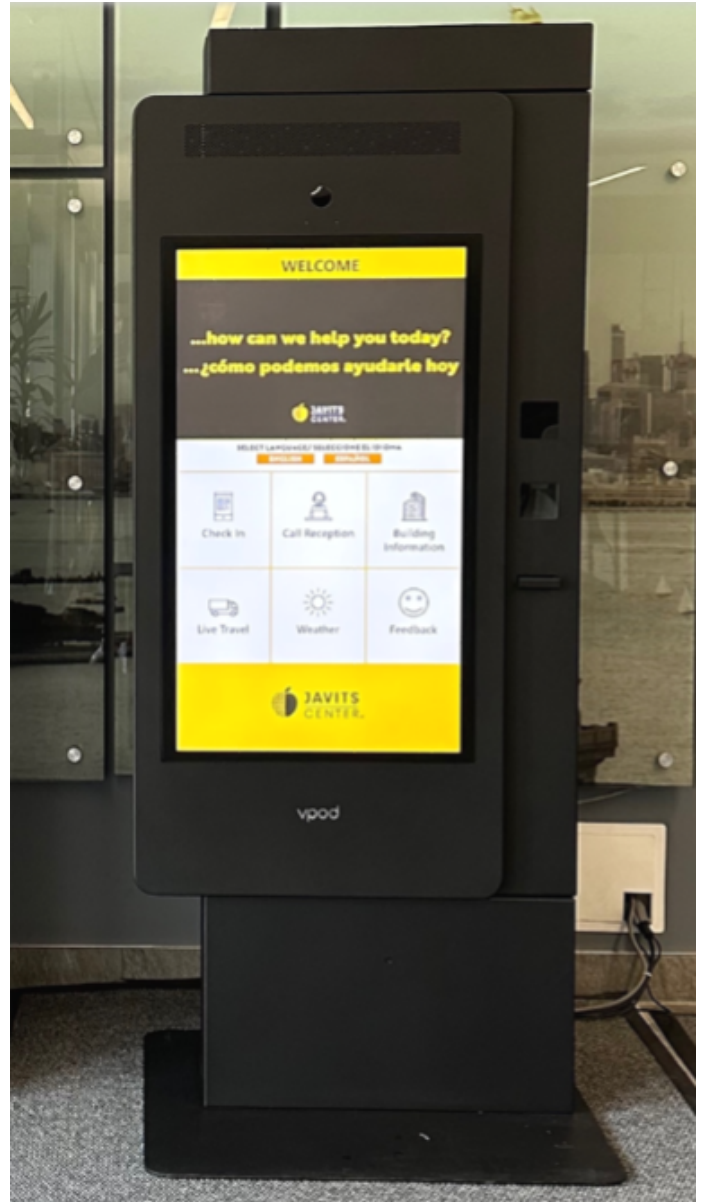
Access control

The Javits Center had already invested in the access control system C•CURE 9000. By installing Vgreet, which natively integrates with C.Cure 9000, they ensured that the pre-registration invitation containing the QR code would work with turnstile barriers to allow contractors into the building without the need for human intervention.

Additional features

Vgreet is more than a visitor management system supplementary to reception desks. Equipped with additional features that enhance the contractor experience, it provides easy access to information about the facilities, their surroundings, and important travel updates. The following are some additional features that users have access to:

- Live weather updates
- Points of interest around the area
- The ability to call and arrange taxis
- The latest travel information, including routes and delays
- Calling a virtual receptionist
- Leave feedback on their experience to better inform facilities management



Indoor wayfinding

Vgreet offers the unique functionality of indoor wayfinding. Using the integration between Vgreet and Indoor Mapping, contractors are able to identify where they need to go and pass this information straight through to their devices. This has seen significantly fewer people getting lost within the Javits Center building.





IMPACT & BENEFITS

Before installing the Vgreet kiosks, the Javits Center regularly experienced a lot of congestion in their reception area from having to check in several visitors and contractors manually. Previously, they would have as many as 10 front-of-house staff working at once to keep up with all the tasks; and still, the line for reception would often extend out the door, taking up to 45 minutes to get through.

As a result of implementing Vgreet, the Javits Center has automated menial tasks and removed all congestion associated with permitting secure access., resulting in happier contractors. Today, Javits have reduced their reception headcount to around 3 people while the check-in queue has been reduced to a simple 45 seconds of waiting time.

Since implementing the Vgreets, Javits has checked in **50,000** without needing staff involved. They used to give out one-time-use RFID wristbands costing \$3 per visitor, each tossed in the trash after use. Now, this has been replaced by more sustainable visitor passes or simply with QR codes on visitors' phones, which lowers the cost of access control considerably.

Vgreet's contractor management solution not only supported contractors, but all guests to the convention centre who required reception assistance, wayfinding, and building access to efficiently complete their jobs and seamlessly manage their own time.