VGREET AT THE SHARD: MITIE VISITOR MANAGEMENT

INTRODUCTION

Vpod recently installed a Vgreet Visitor Management solution at Mitie Facilities Management's head office in The Shard, London. Mitie manage and maintain some of the nation's most recognised landmarks and work with a wide range of blue-chip private and public sector clients. Their expertise, care, technology, insight and focus on sustainability creates amazing work environments, helping customers to be exceptional, every day.

CHALLENGES

Previously Mitie had a very traditional visitor management process whereby, Mitie employees looking to host an external meeting would register their guest names as part of booking a meeting room. At this point, the onus was then placed on the guest to find out where the offices were located and how best to get there.

Mitie introduced Vgreet with the aim of using technology to enhance the guest experience, though it's smart notifications and self-check-in features. They also wanted Vgreet to provide the reception team with a safer working environment by helping reduce the need for person-to-person contact when a guest arrives. Lastly, Mitie wanted to ensure that they were keeping clients at the forefront of best practice through the utilisation of this type of technology, whilst also being able to support them in reducing their costs with providing their Front of House service.

INTRODUCING VGREET

Vpod installed one Vgreet visitor management system next to Mitie's reception desk at their head office in The Shard. The unit was complete with:

Visitor Pre-registration: Allow visitors to pre-register for their visit to the office and complete any required documents such as NDAs or Health Certifications.

Visitor Pass Printing: Vgreet automatically prints visitor passes once the check-in process is complete, removing tedious manual tasks from front of house staff.

Touchless workflows: Whilst operating in a post-pandemic world, minimise potential contamination with touchless, voice-activated check-in processes.

Indoor Wayfinding: Helping visitors to find key points around the office and get to their meeting location on time.

Real Time Visitor Monitoring: For facilities managers, visitor logs can be monitored in real-time, ensuring managers know who is present in the office at any time.

Guest Notifications: Providing notifications to both guests and hosts ensures the check-in and meet/greet process is fast, smooth, and efficient.

Virtual Concierge: If visitors require help, Vgreet has a virtual concierge service where visitors can be connected to a real person via video call who can then assist.

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 taxis
- Live weather updates
- Points of interest around the area
- The latest travel information, including routes and delays
- Leave feedback on their experience to better inform facilities management on how to improve their service.
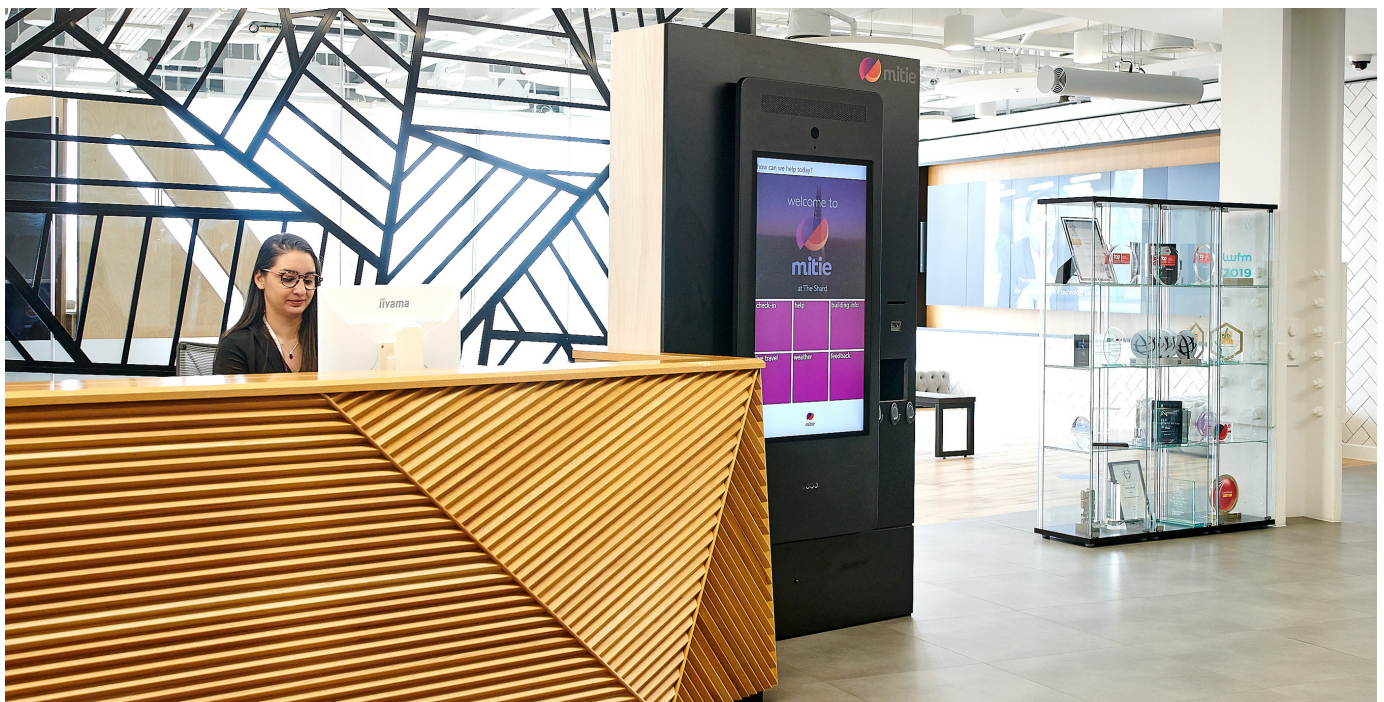
KEY IMPACTS & BENEFITS OF VGREET

Vgreet has helped Mitie not only in their own office, but has also supported Mitie as a Vpod partner, allowing them to demonstrate the latest in visitor management technology to their clients.

Returning to the office

As Mitie offices start re-open after the COVID pandemic, the number of external guests visiting offices of course has started to increase. The features Vgreet delivers, are not only helping Mitie to deliver a more seamless guest arrival experience, but it has also provided a safer way of managing guests.

Visitors are automatically issued information on Mitie's social distancing guidelines ahead of their visit, and on arrival guests can self-check-in using their QR code and their pass is automatically printed for them directly from the Vgreet screen. Therefore, little to no direct contact is needed from the reception team. Ultimately, Vgreet is playing a key role in supporting not only Mitie's return-to-work strategy but also Mitie's clients with their future of work strategy.

Employee Experience

By introducing an automated self-check-in solution like Vgreet, it's provided Mitie with support in managing any queues of guests which may form during peak times of the day or when large events are being hosted. For employees, having two-way smart notifications where they can directly update their guest on when they will be collected from the reception has been a great addition. Also, their employees have found having their guest's picture on the check-in very useful, so they can recognise them without having to ask the reception team to point out who they are.

Working with Vpod

Mitie and Vpod have endured a very successful partnership due to the alignment of our visions within the industry, simply making the guest experience the very best it can be.

"From the initial planning right through to the configuration and launching of the system, the team at Vpod could not have been more helpful and they always go out of their way to make sure it is a success, which of course in turn makes us look good to our clients. When introducing Vgreet at either our offices or at our client's offices, the support that both myself and my team have received has been absolutely fantastic". – Phillip Dearden, Director of Signature, Mitie FOH Services.