



REVOLUTIONISED RECEPTION

A GLOBAL BANK CASE STUDY

VPOD SOLUTIONS

OUR CUSTOMER

Our customer is a large global bank who serves millions worldwide. With UK head offices in London and Birmingham, this financial organisation welcomes thousands of employees and visitors through its doors every day.



CHALLENGES

The bank wanted to modernise their front of house service and make it more effective by combining people and technology.

They outsourced a facilities service provider to look after their offices globally. The facilities service provider wanted to completely transform the service and started by taking it in house. They didn't want to just provide another 'body shop,' proving the same model with different people, instead, they aimed to create an experience for visitors and employees that was streamlined, efficient and creates the right first impression. They wanted to upgrade their reception team to offer a 'concierge' service so that visitors would be greeted with a high level of style and professionalism.

The drive behind this need for change was an improved visitor experience as there was the demand to remove several recurring frustrations from their lobby. Without a dedicated visitor management system in place, the reception team was often burdened with a heavy task load whilst trying to keep up with large volumes of visitors.

Issues such as:

- ▶ Lobby congestion
- ▶ Users getting lost and arriving late to the building
- ▶ Prolonged queues and waiting times.
- ▶ Confusion at reception due to communication difficulties
- ▶ Receptionists not aware visitors were due to arrive
- ▶ Receptionists having to try and find the hosts to notify them of their guests' arrival.
- ▶ Tedious manual processes
- ▶ Visitors getting lost

All of which prevented the team from getting people in and out efficiently, painting a poor first impression for visitors.

By implementing the right technology, the bank was able to automate tedious tasks and free up time for their front of house staff. Vgreet not only created an enhanced experience for users, but also streamlined some of the organisation's processes.

By introducing centralised reception teams, who were able to communicate with visitors and employees through Dialog virtual concierge, a live video platform on the Vgreet, our customer was able to benefit from a more efficient reception and significant cost reductions.

INTRODUCING VGREET

Vpod Solutions recently installed their digital Vgreet Visitor Management kiosks at the bank's headquarters in both London and Birmingham. This happened in two phases. They deployed:

Phase 1: 9 Vgreet's across London & Birmingham

Phase 2: 11 Vgreet's throughout the rest of the remaining UK offices.



BENEFITS & IMPACT

The global bank has been able to streamline their Visitor Management Processes by having the Vgreet's in their reception area.

THE JOURNEY BEGINS AT INVITATION

Visitors are now able to pre-register themselves prior to arriving at the building. Their visitor journey begins before they've even left the house, with a personalised invitation sent via Outlook that was sent in advance. This invitation includes all relevant details – whom they are meeting, where, what time and dynamic maps to direct them to the right place. The invitation provides a photo of their host (helpful in the event they've never met before) and their contact details – should they need to get hold of them. Receptionists will be fully aware of their arrival.

It will also come with a QR code that acts as their key to accessing the office once they've checked in. It will notify them that they have now been authenticated to pass secure barriers without the intervention of reception staff.

CONTACTLESS CHECK IN

When the visitor arrives at the building, the Vgreet's sensors will recognise them 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 simply 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 who work in a dedicated office at Canary Wharf. They'll be able to guide the visitor via video call and ensure they provide the necessary help.

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:

- ▶ Live weather updates
- ▶ Points of interest around the area
- ▶ The ability to call and arrange taxis
- ▶ The latest travel information, including routes and delays
- ▶ Catering Food Service: where the visitor can use their QR code to view their food menu and book food delivery
- ▶ Leave feedback on their experience to better inform facilities management on how to improve their service.

Once the UK is complete, the next stages are to roll out Vgreet globally. Vpod looks forward to completing the installation of Vgreets and working closely with the bank as they continue to support their visitors and employees with smart workplace technologies and intuitive visitor and employee management services.

