

India's Leading e-Commerce Company Streamlines Visitor Management With Happy Visitor

A Happy Visitor Success Story



CHALLENGES

- ❖ Manually maintaining signed NDA of visitors for compliance requirements
- ❖ Integrating visitor management with existing HR data
- ❖ Managing visiting employees from other facilities
- ❖ Front office staff's time spent on notifying the hosts – through calls, e-mails, office communicators etc.
- ❖ Keeping reliable, precise record of visitors

Customer

Large E-commerce Company with multiple facilities across India

Average Daily Visitors

600-800 at each Facility

Modules

Visitor Management

HR Data Integration leading to Enhanced Employee experience

Before implementation of Happy Visitor, employees had to send out an e-mail request to the security desk when they were expecting any visitors. And then, on visitor's arrival, employee had to come to the security gate and escort the visitor. This led to a lot of miscommunications and dissatisfaction among employees as well as visitors.

Implementation of Happy Visitor across the organization and SSO (Single Sign On) integration has made it remarkably easy for the employees to pre-register expected visitors. Happy Visitor has also been integrated seamlessly with the customer's SAML server to establish employee identity - across the organization.

The employees can now directly access Happy Visitor and create a visit. The visitor automatically receives the meeting details over SMS. On visitor's arrival, the visitor simply should spend a few seconds at the kiosk or reception desk to share their contact number, print the visitor badge and proceed to the meeting. The host also receives an automated notification on visitor's arrival.

Digitally managed NDA document

NDA's used to be a major bottleneck for the front office staff. Visitors are required to sign them at the front desk, and this e-commerce company relied on a stack of paper forms that were extremely difficult to store and manage.

With Happy Visitor, they included the NDA as a required part of the check-in process. This guarantees that NDA will be accepted and signed by all visitors. The cloud based system makes it although more easy to store, track and manage the documents.

Simplified Management of Visiting Employees across Facilities

Seamless integration of Happy Visitor with the existing HR data management system, managing employees from other facilities has also become extremely simple.

Employee can request for a multi-day pass through the system, and on reaching the visiting facility, can print the visitor pass at the kiosk and walk-in, without any hassles.

Real-time Visibility leading to Improved Security

One of the key objectives of implementing a centralized visitor management solution was to get a single source of information for all visitor related data from all their locations.

Real-time reports have enabled them to gain visibility into the visitors checking-in / out across all locations. From security and safety perspective, they know exactly who is present on each location at any given time. Error-free, consistent visitor data and reports also help providing a clear audit trail.

Reports are quickly and automatically generated on daily, weekly or monthly basis using custom data points and with multiple export options.

About Us

Happy Visitor is one of world's leading cloud based Visitor Management Solutions. At Happy Visitor, our aim is to make every organization secure for employees along with making the customer experience exceptional with best in the class features like instant notifications, calendar blocking, Google / outlook calendar integrations etc.