swipedon

Case Study

Immanuel

Based in Omaha, Nebraska in the midwest USA, Immanuel is a leader in the field of retirement living. With 1500 staff and multiple communities across the United States, Immanuel have rolled out SwipedOn across 12 of their community locations. We spoke to director of business solutions, Andrew to learn how SwipedOn has helped transform their visitor and employee registration process.

Prior to implementing SwipedOn, Immanuel had little to no visibility over who was at their premises at any given time.

What were the top priorites when looking for a digital solution?

When Andrew was searching for a solution that would tackle contact tracing and sign in challenges, he identified the highest priorities for the company to be emergency management for evacuations and the general security of their community including residents, staff and visitors.

Andrew advised that he knew exactly what Immanuel Communities needed, and the main challenge was finding the right vendor and price; for those reasons SwipedOn became the visitor management system of choice.

Location
Omaha, Nebraska, USA

Industry
Assisted Living

Employees
1500

Challenge

Transforming the sign in process

What were the challenges that drove the need to replace your paper visitor book with a digital solution?

Prior to implementing SwipedOn, Immanuel faced the challenge of easily understanding who was in their communities at all times, and how many of those were visitors, residents or staff. Andrew recognised a requirement to have full oversight of who is in their facilities at all times, and all those who have been in their building prior (and when).

The importance of this was amplified when a pandemic was declared by the World Health Organisation, and the ability to carry out contact tracing - and protect staff and elderly residents - became a critically important.

> ## The competitive price, along with the ongoing customer support we received throughout our trial made SwipedOn an easy choice.
>
> **Andrew Harris,** Director - Business Solutions, Immanuel

What results were achieved by implementing SwipedOn?

By implementing SwipedOn, Immanuel Communities were empowered with the knowledge of knowing which staff, residents and visitors are in the premises at all times. If visitors are not wearing an ID badge, the staff at Immanuel can easily identify that person has not checked in and are able to ensure they do so.

Andrew advised us that, specific to the assisted living industry, "The Covid19 questionnaire was a great addition". During a time of a pandemic, it's more important than ever to keep residents and staff safe from contracting the virus. And when we asked Andrew if he had any other comments he advocated that it is "very easy to set up and use. I like that SwipedOn is constantly adding features" and is looking forward to a future release when the contactless sign in feature will work with ID badge printing.

Solution

Why SwipedOn?

Andrew chose SwipedOn for Immanuel Communities for a combination of reasons; cost, ease of set up, ease of use and the rapid development of new features to better equip our customers with the office automation challenges they face.

What features of SwipedOn are the most beneficial to Immanuel?

- Easy visitor sign in
- ID badge printing
- Employee in/out

Challenges

- A low-cost visitor management solution
- The need for full oversight of who is in their buildings at all times
- Keeping staff and residents safe during the pandemic

Results

- A simple way for employees, residents and visitors to sign in
- An easy to use evacuation management system
- An effective way to carry out contact tracing and contactless sign in

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