



a gategroup member

Based in Nairobi, Kenya, NAS Airport Services is an on-site airport catering facility serving domestic and international airlines that fly into and out of Jomo Kenyatta International Airport (JKIA) in Nairobi and Moi International Airport (MIA) in Mombasa.

We caught up with Patrick, ICT Manager at Servair to get his take on the SwipedOn system and why they chose to implement it.



**We wanted to improve the efficiency of recording and retrieving visitor records. Data privacy was also a priority and a reduction of the paperwork at the entry point.**

**Location**  
Illinois, USA

**Industry**  
Sports & Leisure

**Employees**  
300

### Challenge

## Transforming the reception area

Could you tell us a little about your previous visitor management process before implementing SwipedOn? For example, did you use a paper visitor book, or another digital solution?

Previously, we used hardcover books to record details of visitors to our premises.

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

The challenges faced included:

- Time taken to capture and retrieve details of any single visitor
- Storage of the books to meet compliance requirements
- Cost of the stationery used in recording visitor details
- Unhygienic/untidy way handling of visitor documents and other paperwork



What were your company's highest priorities when you were looking for a visitor & employee management solution?

We wanted to improve the efficiency of recording and retrieving visitor records. Data privacy was also a priority and a reduction of the paperwork at the entry point.



It helps us to easily portray our professionalism in conforming to security, hygiene and safety standards that are key in our work environment.

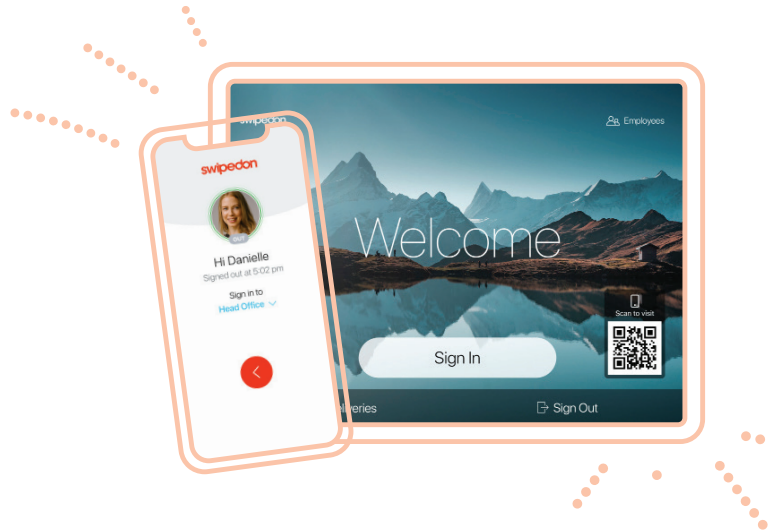
What results did your company achieve by implementing SwipedOn?

An easy way of visitor admission that involves the host. Regular visitor records can be reused for faster admissions and searching for records is faster. The security teams are freed from the recording process and captured data is now securely stored with controlled access.



Solution

## Making the most of SwipedOn features



Which SwipedOn features are most beneficial to Arrival?

- Easy visitor sign in
- Email notifications
- Visitor pre-registration
- Visitor photo capture
- Customizable design
- Custom visitor fields
- Remember frequent visitors
- Visitor/employee screening questions



Why are these features important for your company?

- For efficiency and security, it is important that our organization captures full details of each visitor in an easy but secure way.
- Involvement of the host in visitor management is key through instant notifications and approval which creates an auditable trail.
- Pre-registration of visitor details makes it faster to admit regular visitors.
- The need to have a flexible system that we can customize visitor questions as and when needed.

swipedon

Benefit

## Operating during the pandemic

When COVID-19 hit, did SwipedOn help your business remain operational?

Contactless sign in for visitors through a scanned QR code is a plus for the hygiene and safety requirements during Covid-19 times. The ability to tailor the visitor questions made it easy to make covid-19 related visitor interviews.

We know there are some different visitor & employee management solutions on offer - what was the biggest reason your company chose to implement SwipedOn?

The features and flexibility of the system fitted well with requirements of the times (Covid-19) and business needs to digitize our visitor management processes.

What would you tell other businesses who are considering implementing SwipedOn as their visitor & employee management solution?

It is a flexible system that can be adapted to any organization with a readily available support team. Being a scalable system, it can be adopted in phases as the organization's needs evolve.



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Patrick, ICT Manager at Servair

### Challenges

- Wanted to replace hardcover visitor books which had to be stored for compliance reasons
- Capturing and retrieving the details of any single visitor was time consuming
- Unhygienic/untidy way handling of visitor documents and other paperwork

### Results

- Visitor documents and paperwork are stored securely
- Retrieving visitor data can be done in an instant
- Being a scalable system, it can be adopted in phases as the organization's needs evolve.

**swipedon**

To find out how your workplace can benefit from SwipedOn

[Request a demo](#)