




Case Study


Silks Audit Chartered Accountants

Silks Audit Chartered Accountants was first founded in 1904 in Whanganui, New Zealand, and they have grown from humble beginnings to one of the largest audit teams in the central North Island going through a number of changes over the years.

Silks Audit has been a SwipedOn customer since 2017 and recently, we caught up with partner and director Talia Anderson - Town to find out how they use the system to help run their office without the need for a receptionist and the other transformations they have seen since implementing the solution.



 **LOCATION**
Whanganui, New Zealand

 **INDUSTRY**
Professional Services

 **EMPLOYEES**
40

Challenge

Transforming the reception

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

As we have no receptionist at our office, we were looking for a system that was intuitive and easy to use for visitors without help. We needed something that would quickly alert the host that a visitor had arrived and also keep a digital record of who has been in the building (this was especially important for contact tracing requirements).

An added bonus would be that we could use the same system to manage our employee movements.

When searching for a workplace management solution, what were the highest priorities for the business?

Our reception area is unmanned, so a system that was app-based, fully online, and very simple to use (for both visitors and staff) were our highest priorities.

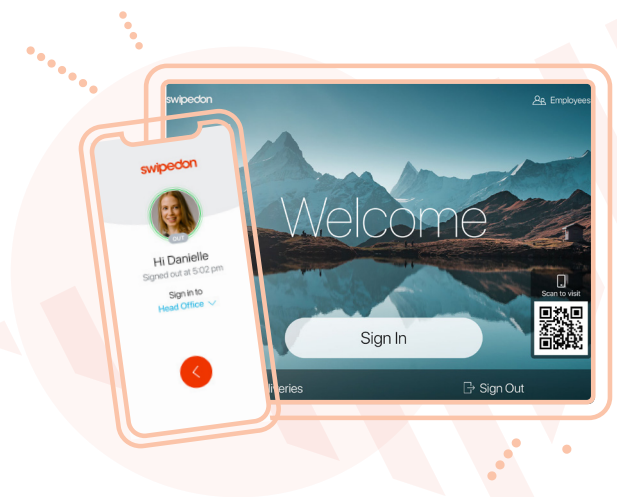
We were looking for something that any team member could access from anywhere to get the information they needed.

Solution

Why SwipedOn?

We know there are a number of different visitor management solutions on offer - what was the biggest reason for your company choosing SwipedOn as your solution?

The biggest factor for us was a system that was intuitive for all employees and visitors to use. We chose SwipedOn because it was easy to log in, adjust and customize to suit our brand.



What features of SwipedOn are the most beneficial to Silks Audit Chartered Accountants?

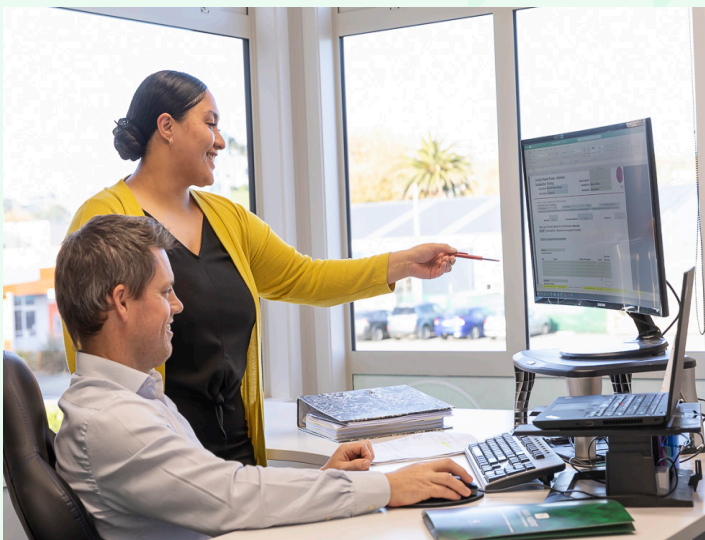
- ➔ Easy visitor sign in
- 🔔 Email notifications
- 📄 ID badge printing
- 📷 Visitor photo capture
- 📋 Visitor agreements / NDAs
- ➔ Employee in/out
- ✍ Customizable design
- 🕒 Visitor pre-registration



What results did you achieve by implementing SwipedOn?

Before we adopted the SwipedOn System we relied on a bell in reception to notify us that a visitor was there. Then whoever was there first would have to go and find the person the visitor was there to see. It was a very manual and time-consuming process.

Now visitors can easily sign themselves in on the iPad and wait in the reception area, the correct host is automatically notified when they arrive and as a bonus, we have a digital record of who has been in our building and when, which enables us to carry out contact tracing if required.



These features save us time and resources by automating tasks that would otherwise have to be done manually.

Benefit

Operating during the pandemic

When COVID-19 hit, how did SwipedOn help you remain operational?

The thing we found most helpful during the early days of the pandemic was being able to offer a fully contactless method for visitors to sign in. It helped us to reassure them that their safety was a priority for us.

That's so great to hear, our product team pivoted the roadmap when the pandemic hit, making contactless sign in a priority. Which of these specific SwipedOn features have assisted you to operate through the COVID-19 pandemic?

- Contactless visitor sign in with secure QR codes
- The SwipedOn Pocket app for contactless employee sign in

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

The user interface is great, and having the option to sign in from your device or the iPad is super helpful.

Having the ability to know who is on your premises at any time, along with photo evidence of who signed in and the reporting tools to track movements have made our processes a lot smoother, especially as we don't have any reception staff.

Knowing that all the information is stored confidentially and can be anonymized is a relief too.



It helped us to reassure visitors and employees that their safety was a priority for us.

Challenges:

- Operating efficiently with an unmanned reception area.
- Offering a safe and secure sign in process during the pandemic.

Results

- A streamlined visitor sign in and notification process.
- Visibility of who is on the premises with improved information and reporting tools.



swipedon

To find out how your workplace can benefit from SwipedOn

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