swipedon

Case Study

gategroup

Operating in over 200 airports worldwide, gategroup is a global leader in airline catering and provisioning services.

They were an early adopter of the SwipedOn system, first setting it up five years ago at their Copenhagen site in Denmark to keep track of visitors. Since then, the team have successfully rolled out the solution across a further 16 locations around the globe and now use it to also manage employees, deliveries and more.

We recently caught up with Account Data Specialist Tony, at gategroup's Copenhagen site, to see how the team has been getting on since implementing SwipedOn at their front desk to check visitors in and out of their facility.

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⊙ **LOCATION**
Copenhagen

💼 **INDUSTRY**
Airline Catering

👤 **EMPLOYEES**
500

Challenge

Transforming the reception

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

Our visitors are required to complete a health assessment before they can legally come on site. Prior to SwipedOn, this was done manually, which meant staff were spending valuable time shuffling through paperwork when they needed to access visitor information or H&S documentation.

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

We needed a solution that looked professional, where visitors could easily sign themselves in and out without the help of a receptionist. It also needed to fulfil our health and safety requirements.

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 reason we went for SwipedOn was the simple set up. Being able to customize the branding and the sign in process to fit our business needs was also really important, especially from a health and safety perspective when we have to ask certain questions.

With the success we had at our pilot site, rolling SwipedOn out across more sites made sense.
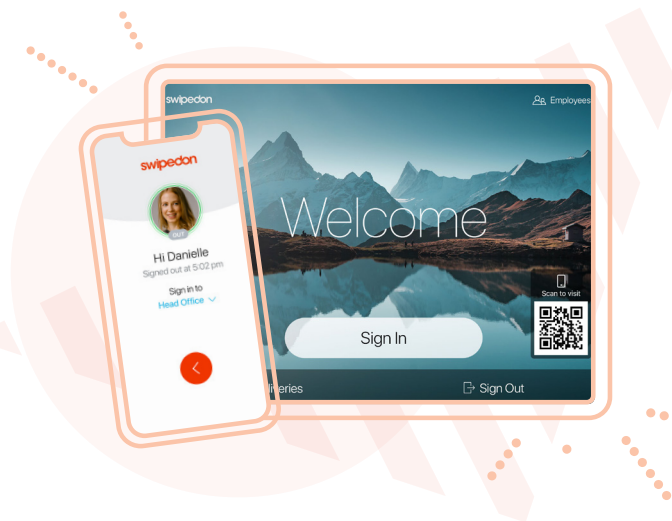
What features of SwipedOn are the most beneficial to gategroup?

- 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?

We were able to automate our manual induction process and we gained the ability to easily identify visitors who are on site for legitimate business.

We could also now present visitors with the required legal documents during their sign in and capture digital signatures, as well as ensuring visitors are in compliance with our health and safety rules.

The features helped us adapt the sign in process to **better protect** our facilities, workers and customers.

Operating during the pandemic

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

We made use of the contactless sign in feature, meaning visitors could sign in via QR code and complete the sign in process directly from their mobile phone (without having to touch the iPad).

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
- Employee health screening checks
- Visitor approval alerts
- Visitor screening

How have these features helped your company during the pandemic?

The features on the app helped us adapt the sign in process to better protect our facilities, workers and customers. Being able to trigger visitor approval alerts allowed us to reject or approve visitors to enter based on the information provided during sign in.

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

SwipedOn provides a very scalable solution that's easy to set up and use. It's highly customizable and offers a very professional first point of contact for visitors to your business.

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Tony, Account Data Specialist

Challenges

- The reception area needed to be modernized
- Paper visitor book sign in was a slow and manual process
- Needed a hygienic way for visitors to sign in during the pandemic

Results

- An easy to use, scalable solution that can be rolled out across multiple locations.
- Highly customizable, professional first point of contact
- Remained operational during the pandemic with contactless visitor & employee sign in

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To find out how your workplace can benefit from SwipedOn

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