

BOLLORÉ LOGISTICS

Bolloré Logistics is a global leader in international transport and logistics. One of the top ten transport and logistics companies in the world, Bolloré Logistics has 220 employees in it's Australia & New Zealand locations alone and is subscribed to the SwipedOn Enterprise plan which enables them to have iPads stationed in multiple locations. We spoke to Kim King, Pacific QHSE Manager for Bolloré Logistics in Australia to discover how SwipedOn has helped transform Bolloré Logistics' front desk at seven of their locations in Australia and New Zealand.

As a leading global logistics company, a paper log book for signing in visitors at the front desk for Bolloré Logistics just didn't cut it anymore; the company required a formalized process to sign in visitors according to legislative requirements, including data privacy and non-disclosure agreements (NDAs) that visitors were required to acknowledge and sign upon entry to the building. SwipedOn provided a platform that clearly instructs the visitors on the site requirements with customizable NDAs and further retains relevant information for government agencies to audit.

The Priorities

When Bolloré Logistics were looking for a visitor management system, their highest priorities were to find a system that was simple and the functionality easy to use. Additionally, they were looking for a platform that would be capable of capturing and storing applicable information safely and securely, but equally simple to use for the visitor and receptionist.

 **LOCATION**
Australia & New Zealand

 **INDUSTRY**
Logistics

 **EMPLOYEES**
220



Why SwipedOn?

The straightforward functionality, along with low cost of SwipedOn were winning features for Bolloré Logistics. The three features of SwipedOn that they find most useful are: easy visitor sign in, visitor photo capture and ID badge printing. We asked Kim to expand a little on why these features are so important to Bolloré Logistics, and here is what he said:

“Complex sign in can create a poor image to visitors visiting a site. The Swiped on process has sped up the time to register visitors and retain relevant information. Visitor capture provides an improved method of identification allowing site representatives to view IDs whilst in the site and cross reference with the visitor identity.”

The Results

After using SwipedOn, Bolloré Logistics have seen improvements to the visitor sign-in process including accurate records, real time inductions, instant visitor notification. Bolloré Logistics' visitor management process has significantly improved due to the introduction of SwipedOn. Kim commented that “Best Practice’ is a common term used by Agencies and visitors” when using the tool. By replacing the paper logbook with a digital solution, Bolloré Logistics now comes across as a modern and professional along with being compliant with data privacy legislation by having accurate records on hand for audits.

Kim commented that they didn't realise they were missing streamlined emergency drills and staff accountability processes until they used the evacuations feature of SwipedOn. "Due to several muster points, it previously took wardens significant time to account for staff. SwipedOn allows for instant accountability through the platform" (and also offline!). When we asked Kim what he would say to anyone thinking about SwipedOn as their visitor management system he commented that it is “a cost efficient and effective visitor registration platform.”

Challenges

- Could not keep visitor data confidential with a paper logbook
- The need for a streamlined and easy-to-use visitor sign-in process
- Manual processes that accompanied using a paper visitor book were becoming laborious

Results

- Streamlined visitor sign-in process which adheres to legislative requirements
- A professional looking system which communicates a great first impression
- Evacuations feature has proved invaluable for staff accountability at their multiple muster points

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Kim King / Pacific QHSE Manager, Bolloré Logistics