

THE TAXASSIST GROUP

The TaxAssist Group is an accountancy firm with 50 employees based in Norwich, UK. Prior to implementing SwipedOn, TaxAssist used a paper visitor book to sign guests into their office. However this was a time consuming process and handwriting was often illegible. We spoke to Data and Technology Support Officer, Nathanael, to learn more about the challenges TaxAssist, a firm that focuses on small businesses and startups, faced prior to installing a visitor management system, and how SwipedOn has helped transform their welcome desk.

TaxAssist previously used a paper visitor book to sign guests into their office and events; they found this was labour intensive to delve into when they needed to feed back information to their car parking control company. Plus, handwriting was hard to decipher which made this process extra laborious.

The Priorities

Beyond these initial challenges, Nathanael advised that the company wanted to use less paper processes in the office for environmental purposes and embrace the latest technology to convey a modern aesthetic. When researching visitor management systems, the highest priorities for Nathanael were: ease of use, ability to brand and a professional look and feel.

Why SwipedOn?

The three features of SwipedOn that were most attractive to TaxAssist were easy visitor sign-in, email notifications and employee in/out. Nathanael commented "it was a complete package which matched our requirements. These were the three key areas they were looking for in a visitor management system."

 **LOCATION**
Norwich, UK

 **INDUSTRY**
Accountancy

 **EMPLOYEES**
50



The Results

After implementing the SwipedOn visitor management system, Nathanael advised that he noticed a number of immediate improvements at the welcome desk; visitors could sign themselves in without the need for assistance, and could be greeted quickly and efficiently by the relevant team member, to whom an email had been sent to alert them of their visitor's arrival.

Beyond this, TaxAssist hold training courses in their office. They sign the training delegates into SwipedOn as a method of registering them for charging and for ensuring that they have attended as booked. SwipedOn has also proved a useful tool for evacuation purposes in the event of an emergency.

Nathanael further commented "As the Support Centre for a network of over 200 accountants, we have found SwipedOn has been invaluable when running training courses and large events. For our Annual Conference we were able to pre-programme the names of over 700 delegates and sign them in efficiently as they arrived. This provided us with metric data to help us with future planning around footfall. We would highly recommend SwipedOn. It offers a complete package for employee and visitor tracking."

Challenges

- Handwriting in the paper visitor book was sometimes hard to decipher
- It was a labour intensive process going through the records in a paper visitor book
- The company felt a responsibility for environmental purposes to cut down on paper use in the office



Results

- Quick and easy to locate records for their car parking control company
- Visitors can now sign themselves in without the need for assistance
- Evacuation procedures are now quick and easy using SwipedOn's evacuation mode

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Nathanael / Data and Technology Support Office, The TaxAssist Group

