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Case Study

If you don't recognise this logo, do you even go to the supermarket? Sunbeam Foods have been supplying the world with superior quality dried fruits for over 80 years, making this brand a well-known household name.

Sunbeam Foods also happens to be one of SwipedOns worldwide customers. Until recently, its facility in Victoria, Australia was using a paper-based sign in system for both visitors and staff, which was proving to be messy, complex and unprofessional. Enter SwipedOn; the easiest way to ditch the paper visitor book and clock in/out whiteboard, and go digital - all in under 10 minutes. And now? The Sunbeam facility is glowing with a digital system which optimizes resources, budget and has streamlined outdated and tedious processes.

We caught up with Michael, IT support at Sunbeam Foods to get his take on the SwipedOn system and why they chose to implement it.

Location
Victoria, Australia

Industry
Consumer Goods & Retail

Employees
200

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?

We previously used a paper based sign in system and name tag.

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

We have a new GM (general manager) who wanted a cleaner/tidier look. Also, we needed to order more books to continue the old paper system.

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

We wanted something that was easy to use and manage ourselves but also cost effective with some flexibility within the site which has different areas like administration, production, workshop staff and visitors. Also, an updated way to carry out the evacuation check off was crucial for us.
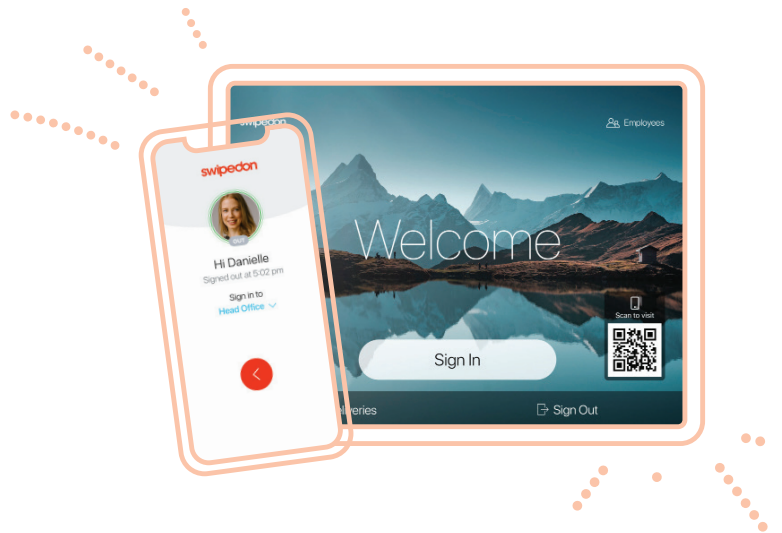
> Having the web dashboard makes it easier for the reception, and all staff, to see who is in the office, on leave, working from home or working from another site.

What results did your company achieve by implementing SwipedOn?

Having the web dashboard makes it easier for the reception, and all staff, to see who is in the office, on leave, working from home or working from another site. The added bonus of being able to easily monitor any visitors onsite.

Solution

Making the most of SwipedOn features

Which SwipedOn features are most beneficial to Arrival?

- Easy visitor sign in
- Email notifications
- ID badge printing
- Employee in/out
- Evacuation mode
- Roaming employee
- Customizable design
- Visitor photo capture
- Custom visitor fields
- Remember frequent visitors
- The SwipedOn Pocket employee app
- Remote working with SwipedOn Pocket

Why are these features important for your company?

The system provides good flexibility for our current requirements to remove whiteboards for staff and paper based sign in for visitors with a single point for evacuation check off.

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Benefit

Operating during the pandemic

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

We have just implemented it in the past few weeks (2023) but it would have been great during COVID-19 to see who was actually working, on sick leave or annual leave!

Has your workplace recently transitioned to a hybrid or flexible approach?

Yes! Staff can work remotely or from other sites and SwipedOn is proving so helpful for supporting this hybrid working model. Many staff are using the Pocket App and love it!

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

This system is worth looking into depending on the requirements as it has lots of useful features and it was so easy to set up and easy to maintain while on the run with other tasks.

Is there anything else you'd like to add?

The support staff have been very friendly, helpful and prompt to provide answers when questions have been asked which makes us feel supported and valued as a customer.

And we LOVE that SwipedOn planted a tree for us when we signed up!

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Michael, IT support at Sunbeam Foods

Challenges

- Had to order new books to sustain the paper-based process
- Regular audits and compliance requirements which they could not achieve with paper log book
- Still using whiteboards for employee sign in and sign out

Results

- Auto sign in and out for on-site employees with SwipedOn Pocket
- Able to meet compliance requirements and access data at the click of a button
- Paper visitor book replaces with a professional tablet for visitor sign in

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To find out how your workplace can benefit from SwipedOn

Request a demo