

The Guide to Front Desk Digitization

A guide to improving workplace health, safety and productivity for employees, visitors and contractors





With the surge of remote work, hybrid work schedules and concerns around health and safety in work environments, modernizing the way you manage occupancy is more important than ever before. In this guide, we will discuss the traditional methods for managing people flow and experience in buildings, and assess different areas where new technology is making it easier (and more effective) to deliver a world-class occupant experience and safety at scale.

Out with the old

For any organization managing one or more commercial buildings, it is essential to know who is coming and going, to secure their premises from those that may intend harm, and to provide a basis for a great occupant experience that begins the moment someone enters their site.

In the past, much of this was achieved using a paper-based logbook system and a person stationed in the lobby, there as a guide to share helpful information and to ensure people sign the logbook properly.

Maintaining this logbook, and helping employees, visitors and contractors find their way is still essential. But the antiquated paper-based methods and inefficient placement of a full-time person in every lobby is no longer the best strategy. Although these paper-based strategies have already begun to disappear in our digital world, some still rely on them – and they feel the pain.

Paper-based logbooks are time consuming for visitors asked to self-capture information such as:

- Identity
- Company
- Who they are visiting and why
- Contact details
- Time-in and time-out
- Etc.

This isn't the best way to kick off a modern occupant experience and it presents other issues as well. These processes waste paper, they create a filing and data analysis nightmare and they rely on the honor system, allowing potential bad actors to easily scribble any information they want as they enter unwanted spaces. The result leaves facility leaders with little-to-no data upon which to make decisions, handle emergencies, or improve experience across their sites.

While many have already identified these flaws, digitizing today's front desk requires more thought than you might think. There are a slew of new technologies aimed at helping facility leaders to better understand and manage occupancy and the experience they provide to tenants, employees, visitors and contractors. The key is developing the right combination to deliver a seamless experience and enhance efficiency strategically across numerous sites.



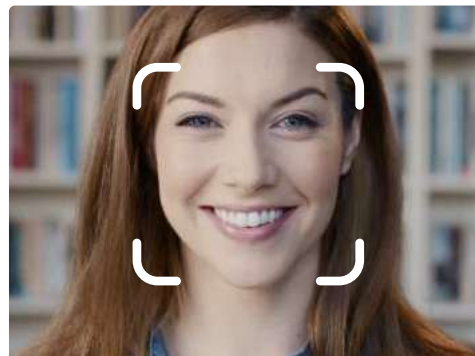
Innovation at a glance



With indoor health regulations and security risks increasing, organizations are realizing that traditional methods for people tracking, access control, mass communications, wellness screening, vaccination tracking and visitor and contractor management are no longer viable. It's time to consider digitizing these processes to streamline efficiency and better protect our modern workspaces.

Improving security and experience with contactless access control

Today's employees and visitors need to reduce touchpoints throughout their workday. Mobile-based contactless access control technologies help ensure people can quickly enter and exit their sites with a frictionless experience. Modern front desk technologies such as facial recognition and mobile check-in allow organizations to deliver a healthier experience while maintaining a secure premises, and they provide site and facility leaders with the occupancy data they need to understand the use of space across their enterprise.



Welcome Please check in

- 1 Download the Sine app

- 2 Scan this code



Remember to
Sine Pro app

Event

Candidate Interview

Day

26 August 2019



Start

3pm

End

5pm

Location

Sine HQ, 65 Magill Road, South Australia

Add guests

Email invitation

Add

Create event

Guests: calendar@sine.co,tom@gmail.com

Here are some tips to help guide you when considering these technologies:

- Leverage tools with facial recognition capabilities that can recognize registered occupants to streamline the check-in process, eliminate long check-in lines, and quickly print temporary badges for visitors.
- Look for solutions that combine facial recognition with other pre-screening functionality to avoid unwanted trespassers and maintain a secure premises.
- Seek solutions that use mobile-based credentials (like personalized QR codes) that capture occupancy data for business leaders and can be revoked when necessary.
- Ensure your access technologies can integrate with scheduling and communications tools such as Outlook, Teams and Slack to enable time-saving benefits like host notifications and visitor messaging.

Boosting productivity with mobile wayfinding

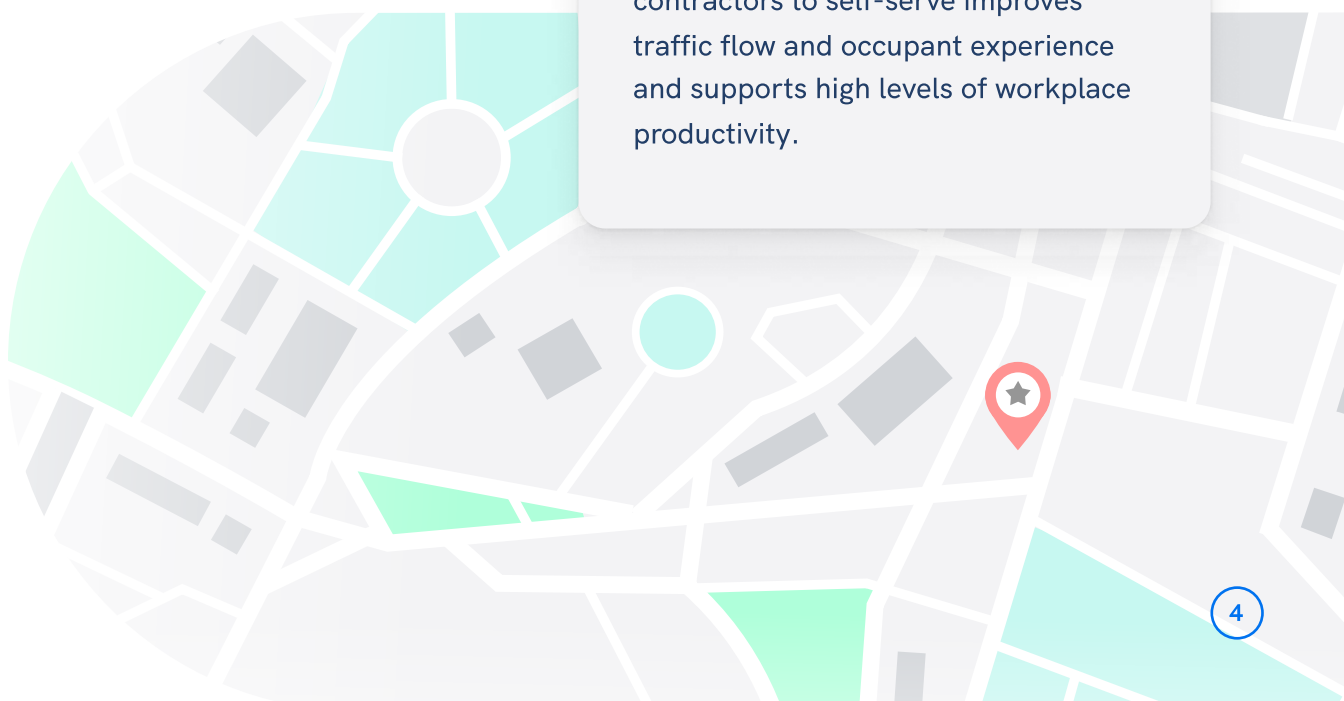
Over the past few decades, innovations made people more independent with navigation technologies. Before the internet, drivers had to rely on maps or stop at a gas station for directions when traveling somewhere new. Now it is common to trust directions on your phone, which saves countless hours and ensures people around the world arrive to their destinations on time.

A similar problem exists in an office setting. When employees are hired or visit a new site, or visitors and contractors arrive for an appointment, they are faced with an unfamiliar space. Traditional solutions require them to contact hosts on site, find and decipher a site map or ask for directions from someone else in the building. These methods are inefficient, time consuming, and often stressful – leading to a reduction in productivity and a disjointed occupant experience.

Luckily, this challenge has a digital solution that people are already familiar with. Indoor wayfinding tools help employees, visitors and contractors quickly reach their destination independently, saving time and stress and reducing the load on security and reception personnel across every site.

Here are a few reasons a wayfinding tool can benefit operations across your sites:

- Mobile-based wayfinding makes each occupant more independent, reducing the need for facility staff to assist in simple requests like asking for direction.
- A reduction in these sort of interactions helps to boost social distancing compliance by eliminating low value person-to-person interaction.
- Empowering employees, visitors and contractors to self-serve improves traffic flow and occupant experience and supports high levels of workplace productivity.



Enhancing experience and efficiency with on-site, location-based communications

Communicating with everyone on site is a complex task that often gets overlooked. Some important communications are only relevant at specific times, or more importantly, in specific places. With modern, mobile-based tools, communications can be easily generated and set to notify users when they enter or exit geofenced areas in your sites.

For instance, an employee is better served when site information is shared with them upon arrival, rather than in an email sent to the entire workforce at a given time. And building and facility leaders can benefit operations with location-based notifications, alerting employees to avoid a certain area of the building or requiring a wellness verification that triggers when an occupant arrives to work for the day.

Here are some key tips to keep in mind as you are trying to improve your employee communications technology:

- Look for tools that use geofence technology to eliminate the need for visitors and contractors to check-in or check-out as they come and go.
- Ensure your solutions allow for both location-based notifications and mass communications for emergency situations and other alerts.
- Use these technologies to better track the time your contractors spend on-site.



EMERGENCY!

Please exit the building via your nearest fire exit and make your way to the designated assembly area.



MESSAGES

now

Sine

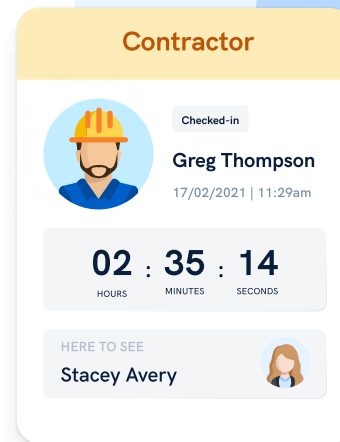
Message from Sine HQ: Important—All workers, be aware that a concrete pour will occur on-site at 1430.

Increasing security with visitor and contractor management

Facility leaders need to ensure employees can easily access their sites with as little friction as possible, so they can go about their day. But visitors and contractors require an extra step. Unlike employees, these occupants are unknown to the organization and present a larger risk to security and liability.

To manage the flow of visitors and contractors, it's common to engage them in a lengthy registration process upon arrival; and for contractors this often involves legal documentation, licenses and insurance verification. But technology has shown us that it isn't necessary to accomplish all of these steps at once when someone enters the building's lobby.

Rather than putting the load on reception personnel to manage paperwork for every unknown occupant, mobile technologies can offer a streamlined system that accomplishes the same tasks while reducing time and effort for everyone. Hosts can send visitor invitations that pre-capture necessary information, visitors can use pre-authorized QR codes or facial recognition for access without stopping at the check-in desk, and contractors can file screening and required documentation in advance of their visit – all making the on-site experience faster and more efficient while delivering better visibility to site and enterprise leaders and enhancing accuracy to ensure site security.



Keep these ideas in mind when considering tools for visitor and contractor management:

- Use tools that offer pre-screening and pre-registration functionality to save time while ensuring security measures are never skipped.
- Leverage solutions with time and attendance tracking so you always have an accurate understanding of who is on site for emergencies, and how much time your contractors are working in your buildings.
- Ensure health compliance protocols are met for site visitors and contractors using tools with pre-screening health forms that can be sent out prior to arrival.
- Protect sensitive, personal information with tools that manage visitor logs digitally and replace the need for paper-based logbooks that anyone can read.

Maintaining workplace health and compliance with vaccination tracking and wellness screenings

In today's workplaces, employees and compliance protocols alike have new requirements for health and safety. To navigate this ecosystem and deliver a productive environment for work, new processes and steps must be taken by facility leaders such as screening occupants for wellness verification before entry and tracking important information like vaccination status.

Here are some important tips for anyone looking to streamline these processes through technology solutions:

- Look for occupant experience solutions that include vaccination tracking functionality to easily collect and protect compliance data across your enterprise.
- Utilize mobile screening form technologies that collect critical wellness information before occupants enter your sites to streamline compliance.
- Look for solutions that integrate with hardware such as biometric cameras to add an additional layer of protection without adding friction to the occupant experience.
- Use technologies that deliver accurate data on people flow to encourage social distancing and improve space utilization.



Elevate your workspace technology and reap the benefits

Moving to a digitized front desk means removing unnecessary efforts and streamlining processes so individuals can interact with a building in an automated way. Front desk technologies mitigate the tactical work of a receptionist so they can focus on more important tasks. Through a stack of modernized solutions, organizations can revamp their occupant experience, boost company-wide efficiencies, confidently maintain compliance and create a safer and healthier workspace.

Building and facility leaders, able to efficiently gather building and occupant data, can audit and better understand important metrics like traffic flow, peak hours and space utilization. With this data, it's easier to encourage social distancing protocols, determine how much space is being used throughout a building (or enterprise), and plan for bigger needs like company growth, the potential subletting of space and reducing facility operational costs.



Creating a frictionless environment by digitizing front desk operations can streamline processes, protect compliance, and improve employee collaboration and productivity. And with the data these technologies collect, you can empower a modernized operational ecosystem with digital records and analytics to help leaders understand and improve health, safety and occupant experience across every site.

