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The story
of Alice

Your returning employee

Visualising the tech-enabled workplace journey

Re-opening. A term crossing millions of professional minds worldwide. How and when, two largely asked questions. The question workplace managers are not thinking enough of is **What?**

• What are the likely scenarios that may encourage the spread of infection?
• What would be the workplace journey of a returning employee?
• What will the new workplace look like?
• What is the new technology that may raise employee confidence and mitigate threats?

Your workplace in the eyes of Alice

The likely return-to-office scenarios could vary vastly from organisation to organisation. While some companies would want to continue with the work-from-home arrangement, most might want to adopt a hybrid return-to-work model. Some approaches that have seen traction are 'Work at home, meetings at office', 'Set days for set functions limiting overall workplace occupancy', 'First-come-first-serve, flexible desk booking with daily occupancy quota', 'Employee roaster in shifts' etc

These tactics might be working for most of the workplace managers in terms of employee safety. What they are largely missing out is the focus on employee experience and engagement. Say Alice returns to the office, only to find that she can't chit-chat with Janet; her friend from the finance department, the cafeteria is temporarily closed to ensure social distancing and she is forced to write a mail even to order a notebook, because most of non-critical functions are not operating from the office. For her, this new order means a painfully long process to avail simplest of services. She's already frustrated with months of lockdown. Office, that used to be a dynamic & vibrant space in her mind, suddenly looks dull, and work starts feeling like a burden. Alice, who tried to remain upbeat till now, in hope of returning to her regular work life is beginning to face the brunt of 'Pandemic-Fatigue'.

The good news is that the use of right technology could flip this picture altogether. In this playbook, let's reimagine the future by diving into Alice's work journey while considering her mindset & interaction touchpoints
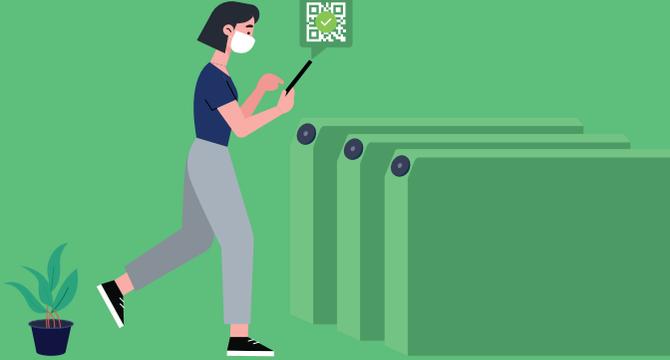
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Coffee Ordered

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Janitor John on his way

Ticket raised

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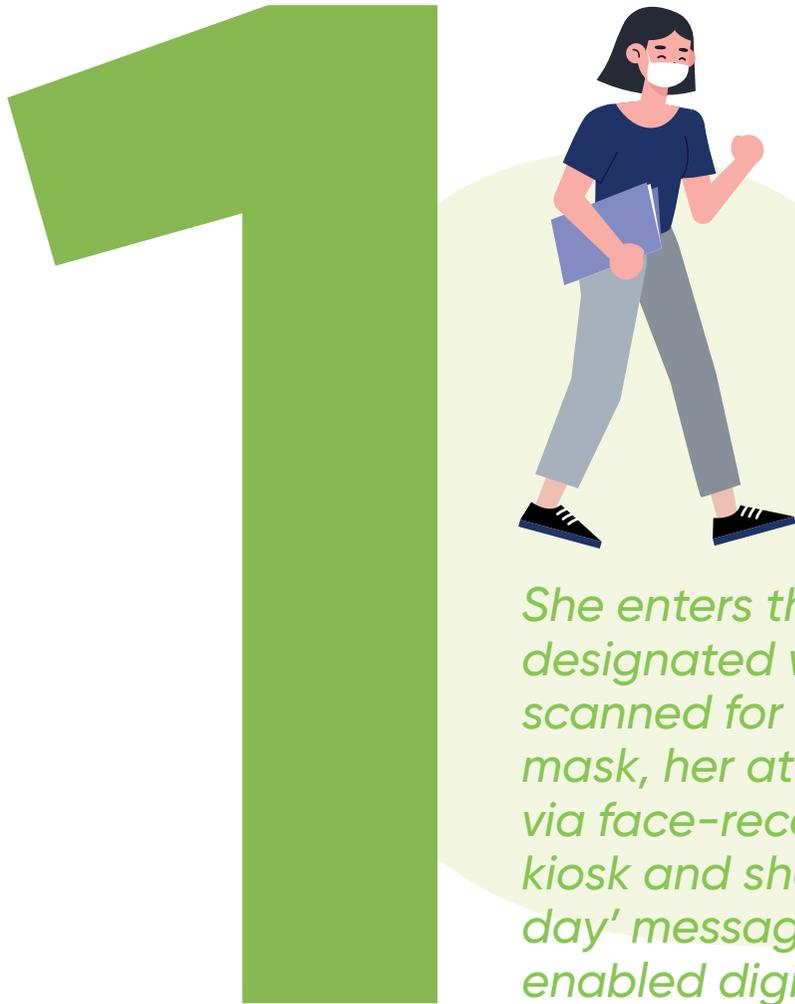
She enters the office on her designated workday & time. She is scanned for temperature and mask, her attendance is recorded via face-recognition at a check-in kiosk and she receives a 'good day' message from her voice enabled digital receptionist.

Pre-entry & arrival

WHAT CHANGES: Queues, Unauthorised visits, Logbooks, face to face interactions between the receptionist/ guards and the entrants, Manual coordination efforts

THE NEW ORDER: Touchless attendance, authorised mobile based check-in of guests & packages, web check-in facility to reduce queues, health screens, contact tracing, threat alerts, automated two-way communication

If one was asked to imagine an office lobby, the picture that comes to mind is that of a lively place with a station-like vibe, being frequented by employees, guests, deliveries, contractors, interview candidates and many more. As a first point of defence; office receptions, entry workflows and related policies are poised for a revamp in the post pandemic era. While many companies in the access & visitor management space have been attempting to facilitate authorised entry, only some have been able to offer an end-to-end integrated solution that helps Alice and her guests with a smooth check-in & front desk experience.

What's most crucial to boost her confidence and bring back the same charm in conversations as before, is the acknowledgement that every one she interacts with is symptom-free & safe. Work-place managers need to re-imagine both the near and long term future to map the ideal pre-entry & entry workflows for employees and guests alike.

After passing off the lobby, she crosses the flap barrier with her QR based mobile passport, reaches the elevator that is fitted with holographic buttons, reaches her pre-booked floor and sees an occupancy meter showcasing anonymous thermal stats of employees inside. As she nears the door, it automatically unlocks with proximity sensors.

Touchless Access & indoor Movement

WE SENSE YOUR PRESENCE

WHAT CHANGES: Access Cards, touch based biometrics & elevators, manned navigation

THE NEW ORDER: QR based mobile passports, retro-fitted holographic/ foot operated elevators, indoor way-finding via mobile-view navigation, occupancy meters & health stat displays

Elevators and doorways are a key point of contact between people working throughout the building, maintenance staff, visitors, vendors, and others. WHO-workplace guidelines are centered around reducing touchpoints and protecting staff from touching infected surfaces. A truly effective solution must extend beyond just the technology, preferably ensuring that employees and visitors seamlessly move in and out of the premises without hassle. QR based access controls, BLE & NFC supporting modes are pivotal for a touchless experience. The technology should also integrate with Active Directory, HRMS, or any other ERP systems, pushing relevant records for compliance, reporting, payroll, and analysis purposes. As more organisations adopt this change, dependence on strong wifi and networks will continue to increase.

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She feels safe with the social distancing sensors that are deployed on desks. One-way direction signs also minimise obligatory encounters that were once unavoidable. Alice pre-books her desk close to her friend Janet, who used to sit on another floor before (being from another department). She finally reaches her work-station and happily waves at her.

Flexible desking
& physical distancing

SELF-SERVE SEATING JUST FOR YOU

WHAT CHANGES: Fixed desks, fixed floors, fixed lockers, traditional department-wise seating arrangement, passage-way conversations

THE NEW ORDER: App based desk-booking options, dynamic desk availability for distance control, digital lockers, automated alerts in case of workplace huddling, real-time usage view

The role of office real-estate will witness a considerable change in the post covid world. Workplace managers might just adopt a one-skip dynamic seating arrangement or might want to invest in physical distancing sensors. In both scenarios, hot-desking will not only have a massive cost-saving implication on the management, but also a considerable imprint on the workforce. If this new wave is laced with a seamless experience, easy flexible scheduling that ensures physical distancing, opt-in visibility for colleagues to book their desks near her and ghosting options to enjoy focussed work, it could prove to be a win-win situation for both the management and the employees.

Desk 102 Booked

She sends an invitation to her vendors and in the same process gets a meeting room booking alert. She views room amenities and gets suggested to book the room with double the seating requirement to ensure one-skip seating. She raises a pre-meeting sanitation request and clicks send. On the day of the meeting, her guests web-checkin by using the invite link, get scanned for temperature and mask and follow the in-door navigation map on their mobile screens. The meeting room display acknowledges Alice's presence with the NFC mode and allows immediate access.

AI-driven room scheduling & bookings

COLLABORATE WITHOUT WORRY

WHAT CHANGES: Ad-hoc meetings, packed conference rooms, daily-sanitization schedule

THE NEW ORDER: Pre-booked spaces, virtual-meeting friendly amenities, limited capacity rooms & spaces, before & after meeting sanitisation schedule

In the post-pandemic era, early returns would largely revolve around the need for collaboration and discussions. That means optimal space usage and management would be critical for workplace managers. Rooms should be fitted with amenities to support virtual as well as in-person meetings to suit the hybrid work mode. While many offices are also planning to convert meeting rooms into private cabins or storage while parallelly converting open areas to dedicated break-out spaces to avoid confined interactions; others are bolstering their sanitisation game and air quality control.

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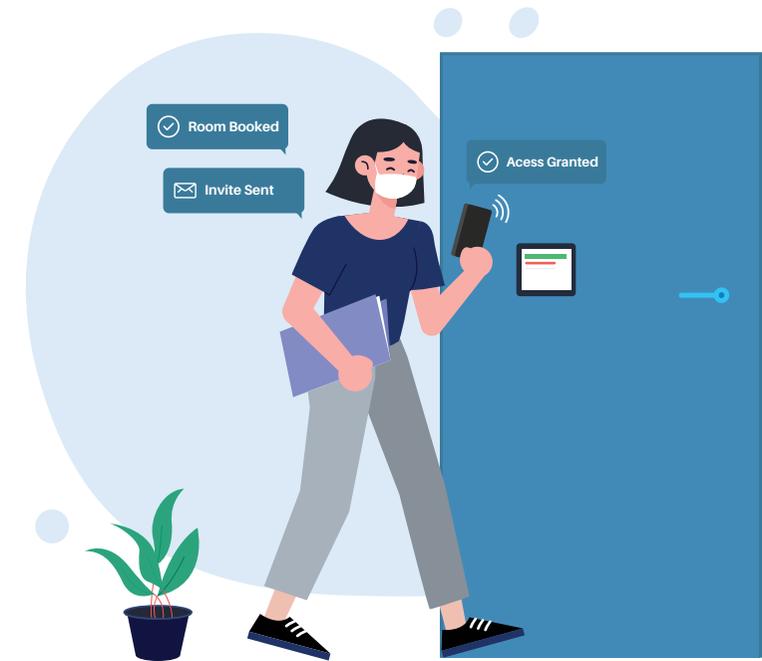
Alice opens her office app and orders coffee and refreshments for all with just a few taps. One of the white board markers seems to have dried up. She opens the same app and requests the marker. Both arrived within 5 minutes. To her surprise, today she has marked her 50th app request, her first return-to-work milestone that unlocks a free lunch pass at a fine-dine restaurant close to her office! What a wonderful workday!

One-tap ordering & express servicing

SERVICE AT YOUR FINGERTIPS

WHAT CHANGES: Phone calls & emails to order basics, Cafeteria/ stock room visits

THE NEW ORDER: Unified mobile app, on-demand services, geo-fenced personalised discounts, passes and announcements

Workplace apps have been running the rounds in the enterprise circles. However, most of these apps are very fragmented offering specialised services (like visitor management/ room bookings/ concierge services etc). If one was to reimagine a truly responsive experience for Alice, a unified workplace app would be key to delivery. She is used to an on-demand experience in her personal sphere. Ordering groceries? A cab? Purchasing a gift? Delivering flowers? Every interaction is now digital, limited to a few taps on her phone. Why should her office environment be any different? Why shouldn't she be offered an Uber-like experience? On-demand ordering within office not only ensures touchless interactions but also minimises efforts and betters the employee experience by removing possible friction & delays. By rewarding app based interactions and offering third-party discount coupons, launch announcements and free passes, enterprises can explore new revenue opportunities.

Pen Ordered

Coffee Ordered

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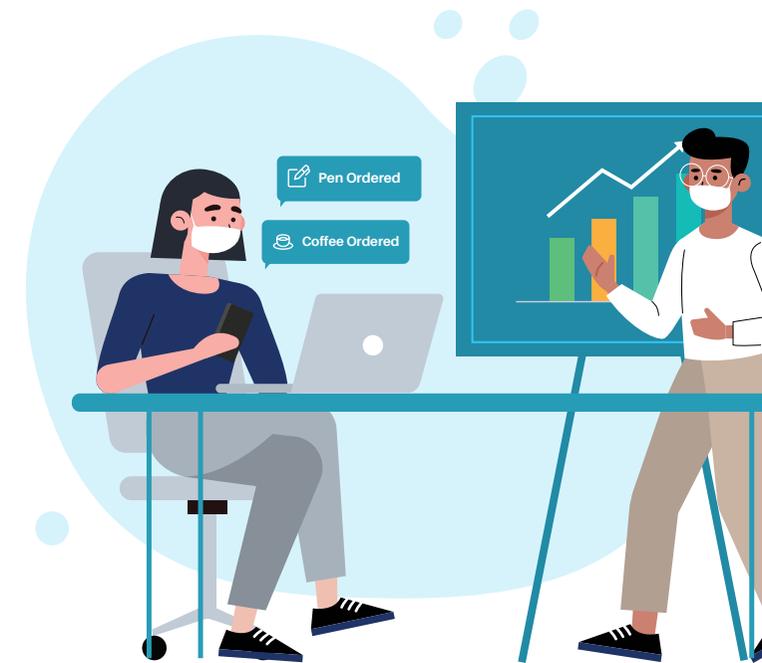
One of her vendors accidentally spills some coffee. Alice quickly opens her app and requests a janitor. Her ticket is addressed within 2 minutes. She rates it a 5 star experience and the janitor acquires performance points, leaves with a smile. Her day is nearly over and she has booked her seat in the shuttle. Alice is about to shut the app, when she receives a notification on the bulletin screen. HR has just granted her a membership to a mindfulness program. Alice downloads the practice and is ready to listen to it through her journey back home. Peace!

Bulletin board & modern ticketing

ENGAGEMENT-FIRST WORKPLACE

WHAT CHANGES: Break-out conversations, face-to-face requests, physical bulletin boards

THE NEW ORDER: On demand servicing, digital bulletin boards, virtual cafeteria-like conversation hub, modern ticketing, in-app service reviews & ratings

Social interaction and collaboration are major underpinnings of the in-person office space, which helps facilitate communication and connection. Swift and effective communication are centerstage especially in wake of threats. Without too, it plays a key role in employee engagement, wellness and morale. Enterprises need to offer real-like virtual scenarios for employees to interact amongst themselves and with workplace services like helpdesk, concierge, information centers etc.

Mindfulness Program Launched

Janitor John on his way

Ticket raised

The post crisis office

Safe yet friendly. That should be the mantra that workplace managers follow. Most definitely, the workplace of tomorrow will look different. Executives will need a clear strategy in mind to deploy both short term & long term tactics to mitigate threats while offering a responsive and intuitive user experience. Apart from execution, the communication strategy needs to be solid, so as to enable a smooth transition. The overall in-office-employee-journey should be so effortless that adapting to the new reality becomes a cake walk.

What's on offer?

A workplace that talks to you
Connect people, places & perks via our unified mobile app

Who are we?

The post pandemic era has forced workplace managers to re-evaluate ways in which users interact with the physical space & amenities.

Veris enables AI driven dynamic & safer workplaces ensuring an uber-like experience for users. We have worked with 200+ bluechip & large companies across the globe to address return-ready strategies & solutions.

Veris Welcome
Enhance Check-in & front-desk experience for your visitors, employees and staff. Powerful dashboard for your admin

Veris Bookings
Ensure Flexible work spaces with intuitive desk, room and space booking. Optimise usage with real-time views & analytics

Veris Hub
Drive engagement by allowing users to raise complaints, share feedback and receive information.

Veris Delight
Offer an on-demand service experience to employees. Ordering stationery, or a coffee or need a concierge?

Veris Gate
Create a secure & seamless movement for employees by allowing them access using their personal mobile devices

Veris Combat
Return Ready safety solutions. Triple scan occupants, turn to touchless, blacklist threats & generate alerts

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Talk to our workplace specialists today.

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