veris

A Tale of Transformation & Trust

Driving scalable, unified and configurable digital transformation for a professional services conglomerate.

OVERVIEW

'Seamless, secure & speedy workplace experience for all employees, regardless of scalar chain or location'. That was the problem statement that the IT team at an American professional services conglomerate brought to us. While the task sounds clear and concise in theory, the mammoth scale of this organization was making it extremely difficult to tame challenges such as multiple applications for one single task, duplication & overload of front-desk executives, security and productivity gaps caused by manual workplace management, and many more. The IT team envisioned a new & improved reality characterized by a unified ecosystem of technology applications, configurable at will, can accommodate advanced hierarchical rules if need be, and most importantly, can manage the employee scale without losing its standardized consistency. This is where Veris came in.

Industry/Sector

Professional Services

No. of Locations

55

Type of facility

Corporate offices

CHALLENGE

01

Manual process inefficiency

This professional services giant has an ever-busy front desk managing visitor registrations, employee attendance, vendor attendance, material entries, etc. Managing these processes manually i.e. via register entries, gave rise to 3 critical challenges: the inaccessibility of digital records, the possibility of inaccurate data, and a higher probability of confidentiality breach. Further, employees were wasting precious time, energy & focus as they had to navigate through multiple booking portals for simple singular processes such as scheduling meetings & booking rooms.

02

Admin overload & productivity leaks

The admin team at this client organization were overburdened and often tossing between managing materials, supervising and logging meeting room bookings, welcoming guests at the same time while ensuring security protocols are followed. Due to a lack of digitization and process automation, they also duplicated each other's tasks, such as creating double meeting room bookings, re-entering material inwards, etc. To add to their woes, employees found themselves caught in double bookings and facility teams witnessed more ghost meetings than ever before.

03

Fragmented data analysis

A fragmented automation ecosystem leads to fragmented insight clusters. It makes it difficult to derive insights from these isolated clusters. Having implemented a different technology platform for different processes across multiple locations, the client had to track data and derive insights in silos for every different method and location, causing significant delays and inconsistencies in process optimization. This optimization gap showed up across various processes be it visitor registration and front-desk management to conference room management & space usage.

SOLUTION

01

One application, myriad needs

Workplace specialists at Veris worked closely with the client's admin & facility teams to diagnose the various processes they tackle daily. We then digitized every relevant process, all operable by the admin team via one single application. For the first time, teams could schedule meetings & pre-register VIP guests via a single application in a matter of minutes. This ensured data accessibility, accuracy, privacy & compliance. Second, it also eased overload and increased productivity, enabling admin & facility teams to focus on higher priority tasks.

02

One platform, endless configurations

A large-scale enterprise is characterized by a complex organizational hierarchy. The Veris platform is built with a lego-like configurability-first approach. Our team worked with the client teams to understand hierarchical layers. We then integrated these into our platform in the form of advanced smart rules when a visitor checks-in, when material enters, or when employees wish to give Wifi rights to upcoming guests. Our configuration advantage enabled the client to move with time, transforming processes every single hour, that too with a simple drag & drop.

03

One dashboard, multiple insights

Process tracking was a crucial concern posed by the client's IT team when they approached us. Our workplace specialists solved this challenge by creating one single dashboard for multiple processes, be it visitor check-ins, vendor attendance, room usage, etc. The IT team could now analyze and track experience trends across multiple processes & locations via one single screen. This made it easy to spot recurring gaps and optimize for higher efficiency, security, and seamlessness. This also enabled the team to localize various processes for each site.

APPROACH

01

Task-focussed

Rather than jumping into solution-mode, we diagnosed the right problem first. With this client, too, we ensured that we deep-dived to understand every task and the current loopholes in tackling each task. We then ensured that we customize and configure our platform to tackle identified tasks in a secure, seamless, and speedy manner.

02

Compliance-first

Apart from being ISO & GDPR compliant, we understood all global or local data privacy & security protocols that apply to this client. We ensured compliance with the relevant standards while following the recommended sequence of risk evaluation, penetration testing & vendor audit processes, passing each with success & higher trust.

03

Adoption-driven

We understand that a technology mandate is not successful till it is adopted successfully by the end-users. Towards this goal, we created a snackable HOW-TO video series for the client's employees accessible via all screens, big or small. We also created digital displays, reinforcing usage & inducing higher buy-in.

RESULT

01

Substantial increase in ease of usage & employee satisfaction

Identifying user-experience and productivity gaps worked. Our joint experience-first intervention elevated employee or end-user satisfaction by 40% while enhancing the ease of usage by a staggering 50% across employees, admin & facility teams. This increased satisfaction & ease of use further raised productivity of employees while empowering the admin team to focus on higher-order tasks.

02

Optimized space usage, cost savings via reconfiguration

The client facility, admin & IT teams consistently and efficiently traced room usage trends and user preferences via our centralized analytics dashboard. This enabled the client teams to derive insights as they reconfigured space for their new upcoming office layouts, reducing space occupied by conference rooms by 30%, lessening shared spaces & decreasing choke points towards optimizing resource usage.

03

Strengthened compliance & security protocols, reduced breaches

Digitizing front-desk processes through our platform ensured that data being input was accurate and compliant with globally accepted data privacy rules. It also ensured that this data was available to the admin team easily and in a compliance-friendly manner. Going paperless coupled with stringent security protocols reduced the probability of confidentiality breaches and data theft.

50%
Ease of usage increased by 50% across employees, admin & facility teams

40%
Employee satisfaction levels increased by 40% before & after implementation

30%
Resource usage and space creation was optimized by 30% post analysis

CHALLENGE

01 Admin overload & duplication

02 Manual process inefficiency

03 Fragmented data analysis

SOLUTION

Scalable standardization **01**

Centralized optimization **02**

Integrable digitization **03**

APPROACH

01 Feature-First

02 Compliance-focusssed

03 Adoption-driven

RESULT

Increased ease of use & employee satisfaction **01**

Optimized resource usage & cost savings **02**

Strengthened compliance & security protocols **03**

OFFERING

01

Modern Visitor Management

Veris Visitors had the highest degree of transformational impact on this client organization as it enabled it to move from manual and outdated to digital & configurable in one fell swoop. Our offering enabled them to conduct contactless 3-second check-ins for visitors, configure unique visitor journeys, enable employees to easily pre-register guests, track activity via a real-time analytics dashboard for facility teams and optimize processes for higher productivity. It also offered their front-desk staff the power to operate multiple administrative processes simultaneously via one single platform, reducing their workload, so they could focus on higher-impact activities.

- Enabled zero-touch visitor check-ins
- Created approval-based visitor flows
- Triggered emergency broadcasts
- Enabled guests to e-sign NDA's
- Raised alerts when guest overstayed
- Created visitor blacklists & watchlists

02

Simplified Conference room management

Veris meetings enabled this client organization to get rid of their crucial challenge of wasting precious employee time on multiple booking portals. Veris meetings empowered their staff to schedule meetings, pre-register guests and book meeting rooms in a matter of minutes, and all from one single portal. We seamlessly integrated with their regular daily calendar so an employee didn't need to navigate around complex new processes. This meeting room suite also enabled client employees to instantly book rooms on custom displays, release idle rooms to avoid ghost meetings and track room usage across multiple locations & optimize space utilization.

- Booked Rooms on Meeting Displays
- Avoided Ghost or No Show Meetings
- Integrated with their daily calendar
- Ended and extended meetings
- Derived room usage analytics
- Integrated with visitor management

03

Return-ready workplace management

With Veris Combat, this client organization transitioned from a touch-prone manual process to contactless staff attendance & visitor registration powered by facial recognition. Considering the proliferating COVID-19 threat, they began to triple-scan visitors with thermal screening, mask detection and health declarations. This client enables employees to raise sanitization requests easily and empowered their facility teams to track sanitization status in real-time. They also went one step beyond and ensured WHO-recommended contact tracing while enabling their teams to blacklist high-risk individuals or generate instant alerts to security.

- Ensured accurate contact-tracing
- Set-up temperature & mask scans
- Conducted staff density mapping
- Sent Real-time sanitization requests
- Broadcasted health statistics of staff
- Displayed sanitization schedule

ABOUT VERIS

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 creates digital transformation via its offerings spanning visitor management, conference room management, flexible hot-desking, mobile access management and other custom-built platforms.