



E-BOOK NO 4: VISITOR MANAGEMENT

**YOU NEVER GET A SECOND CHANCE TO MAKE A
FIRST IMPRESSION**

Create a warm & welcoming experience for your guests with Concierge Reception, the complete Visitor Management Solution from Fischer & Kernn, and leave a memorable first impression.

Easy, frictionless and userfriendly

VISITOR MANAGEMENT SOFTWARE

Give your visitors a good first impression, free up time for your reception staff, analyze visitor behavior - and make your organization appealing and welcoming.



VISITOR MANAGEMENT SOFTWARE FROM FISCHER & KERN

The visitor management from Fischer & Kern is an innovative software that consists of a full service from the organizer to the reception and to the visitor.



The software provides you with a complete detailed overview of all visitors; Automated notifications can be a part of the process to always remind you when visitors arrive. An automated code for the entry gate can be generated a short period of time before entering and automatically turned off when leaving.

The visitors can get registered either by the receptionist or by scanning their visitor card / QR code and of course Wi-Fi access can be printed directly on the visitor card.

Reports are a way to always keep you updated on who has been visiting and when.

When considering a visitor management software you should keep attention to your needs. On the next page, we will try to guide you through the process that can be beneficial to consider when having a visitor management system.

Step 1: Organize and create the meeting/event

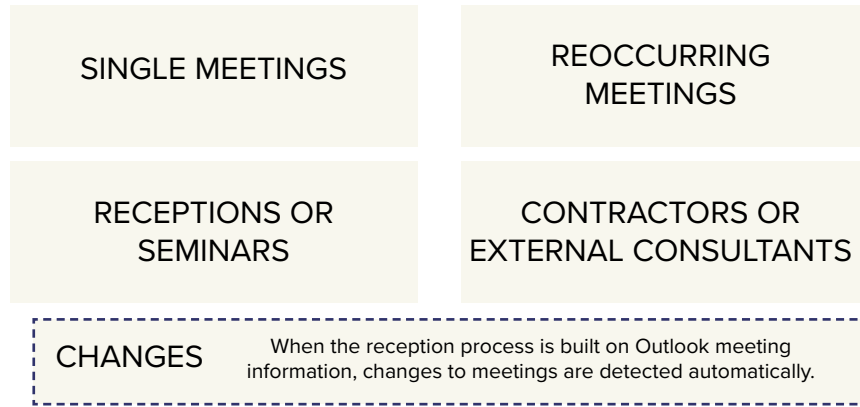
Step 2: Do you want the visitor to register for the meeting/event by their identity? Should the visitor or/and the host get a reminder notification?

Step 3: What happens when the visitor arrives?

Step 4: What happens after the visit - the check-out process, GDPR and reports?

01

Meeting or event creating:
Sending out an invitation



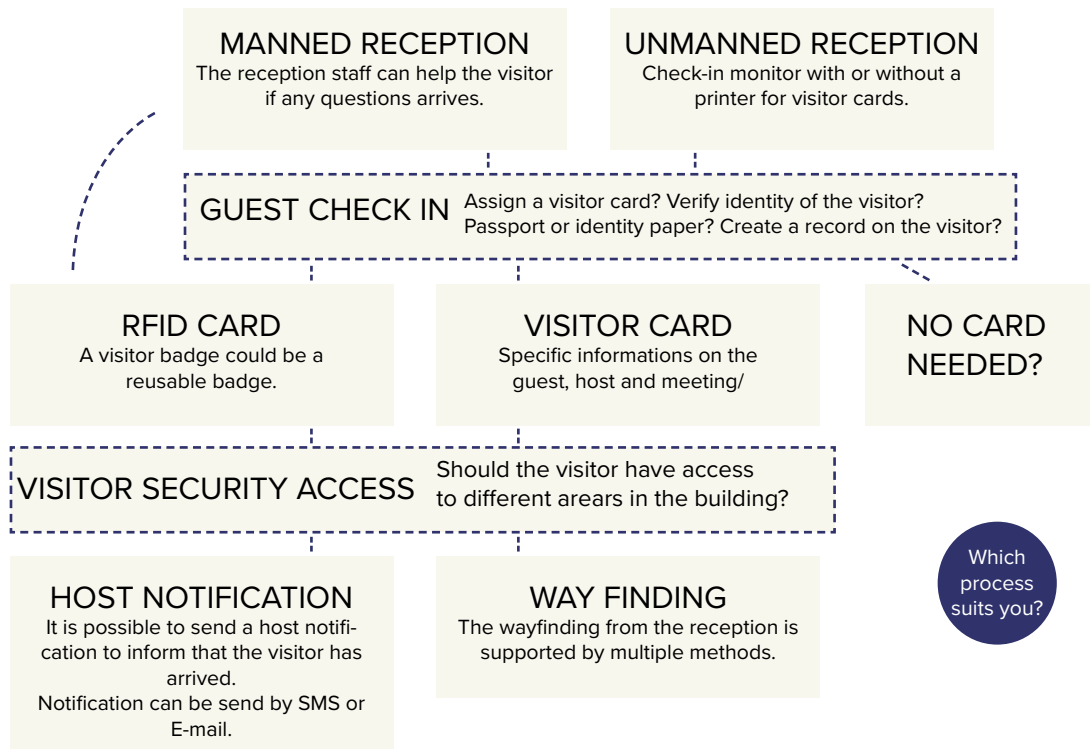
02

Possibilities
before the meeting



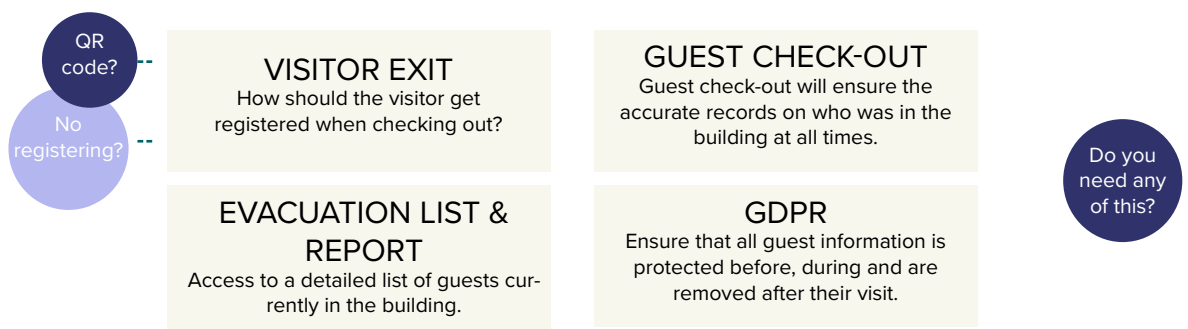
03

When the
visitor arrives



04

After the
meeting/ event



GAIN VALUE FROM A GREAT WELCOMING

Having quick access to the complete overview of future visitors allows you to welcome them professionally. A huge part of the reception processes can be automated, a bunch of time can be saved whilst still raising the user experience with the help of a Visitor Management software.

01

TIME SAVED



The time spent by the reception registering the visitors, sending a message to the hosts that the visitor has arrived, giving a parking permit and code to the elevator or printing a visitor card is all very time-consuming efforts. *Can you even imagine the time spend if all these steps are repeating during the day?*

02

BRANDING POSSIBILITY



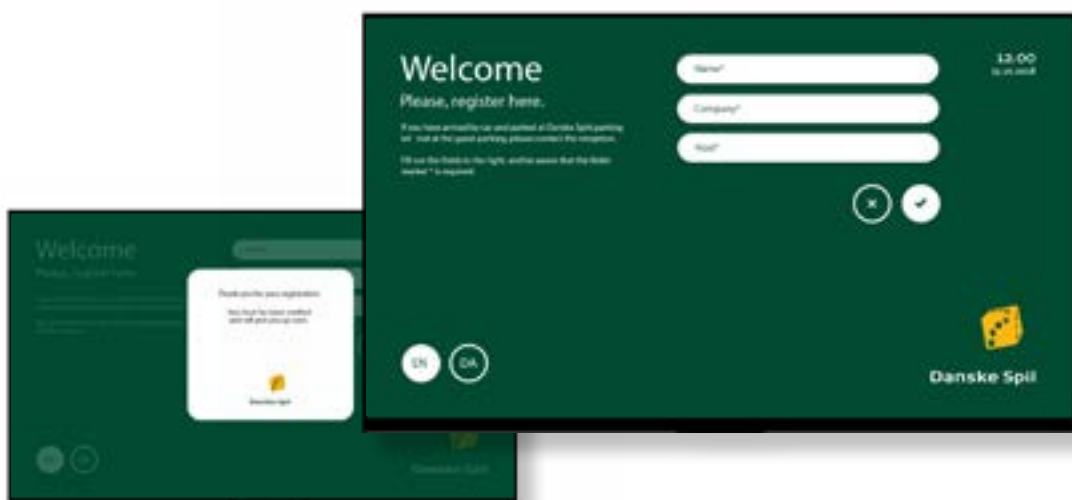
With a self-registration device, it is easy for the visitors to register their arrival. Once the guest has registered their arrival, the host will automatically receive an email or SMS that the visitor has arrived. The self-registration device can also be linked to an automatic visitor badge printer. The layout of the visitor cards as well as at the registration screen can be customized to fit your brand identity. Creating specialized designs gives you a great branding possibility.

03

INCREASED SECURITY



Concierge Reception allows a complete overview of expected visitors, see who is currently in the buildings and who has checked out. Visitor badges identify your visitors as well as letting you see who is currently in the building. This also allows for an evacuation list to be generated should the need ever arise.



VISITOR WORKFLOW SCENARIO

Say “Hi” to your guests beforehand

When you have invited a visitor to a meeting and the visitor has accepted, you have a great possibility to initiate contact and help your visitor as much as possible before the meeting even starts.

Hello “First- or last name” It is really nice to meet you

Give a warm and nice welcome to your visitors and show them that you have been preparing and are ready to meet them by referring to them by their names.

Using the name of the visitor, is an easy way to make the visitor feel welcome.

Printed visitor cards - We are ready to meet you

Automatically and easy print of visitor cards eases the receptionists' work and makes the guests feel well met. Your company will be seen as well prepared and professional, which will give the guest a feeling that everything here is well organized.

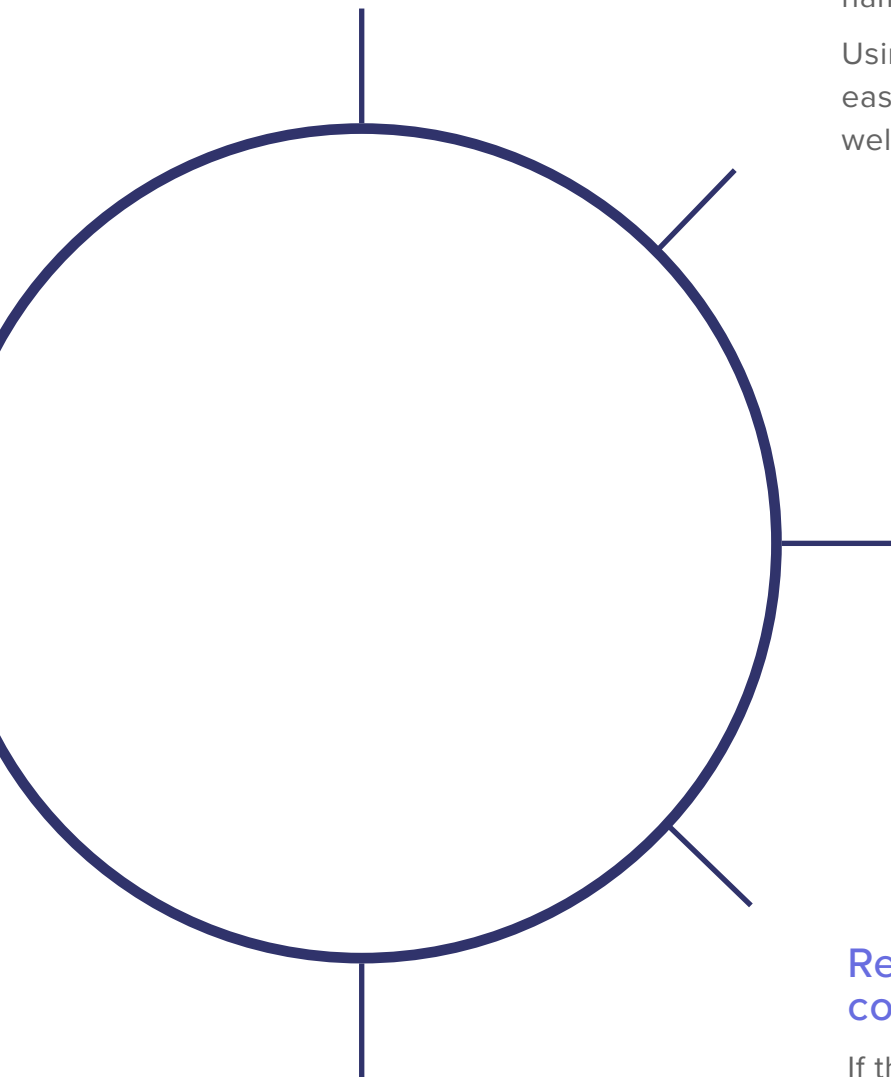
Register & “your host is coming”

If the guests registers at a reception monitor or at the reception, the guest must get the message that the host is on its way and ready to meet them.

The importance is to get the message out, and let the visitor know what will happen next in this “visitor-flow”.

Have a lovely day & a follow-up email

Some may forget the importance of this “after phase”. In this phase you can hold on to customers, keep the communication to a future partner or just give the visitors yet another reason to recommend you to others.



5 VISITOR MANAGEMENT BENEFITS

1

A BETTER VISITOR-EXPERIENCE

A professional welcoming has a major impact on how visitors sees a company and on how the first impression unfolds.

2

OVERVIEW OF VISITORS

The visitor management software provides an overview of expected visitors, visitor in the building right now, and visitors who have left.

3

EASY VISITOR REGISTRATION

When you have the complete overview of which visitors that are coming, you can welcome them professionally. Visitors can also easily sign in from a self-registration device.

- Book in single guests or groups
- Integrate Self check in touch screens & badge printing
- Web based or Outlook Integration

4

INCREASED SECURITY

Visitor cards identify your visitors. You can see who are in the building and if something unexpected happens, you can take out an evacuation list.

5

SAVE TIME

A wide range of processes can be automated for the reception staff, including host notifications, visitor registration and pre-booking of visitors. All this releases time for other tasks.

- Instant registration for walk ins
- Send automated emails for directions, Wi-Fi codes, check-in instructions
- Pre-register guests during the meeting scheduling process



CONTACT INFORMATION

ABOUT FISCHER & KERRN

We create frictionless and unique workplaces for our customers by providing them with innovative and user-friendly software booking tools. We have been in the workplace optimization and conference room booking software business since 1999 and today we have more than 500 satisfied customers that are using **CONCIERGE BOOKING SOFTWARE**.

We have offices in Copenhagen, New York, and London. We also have a large network of partners who are ready to assist our customers.



HEADQUARTER DENMARK

www.fischerkernn.dk

Fischer & Kernn A/S
Woods Augusthus
Amagerfælledvej 106, 2nd Floor
2300 Copenhagen S
Denmark

sales@fischerkernn.com
+45 3327 9797

NORTH AMERICA

www.fischerkernn.com

Fischer & Kernn Ltd.
228 Park Avenue S, #300
New York,
NY 10003
USA

sales@fischerkernn.com
+1 917 963 8121

UNITED KINGDOM

www.fischerkernn.co.uk

Fischer & Kernn UK Ltd.
27 Greville Street
London
EC1N 8TN
United Kingdom

sales@fischerkernn.com
+44 20 3318 2676