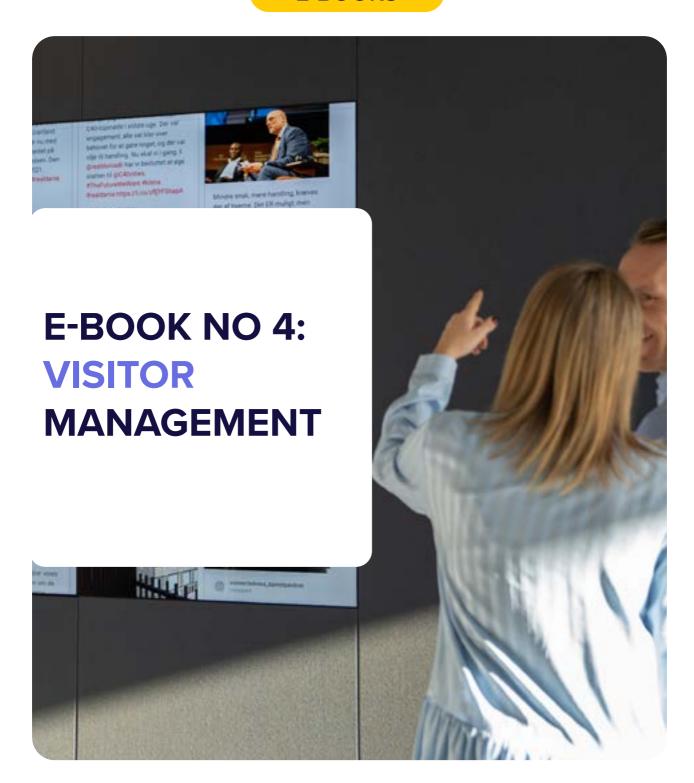


E-BOOKS



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 & Kerrn, 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.



WHAT IS VISITOR MANAGEMENT?

Visitor management is about giving the best possible experience to your visitors.

Our automated smart software will free up valuable time for your reception staff and create a smooth, frictionless check in experience for your visitors.

It is all centered around the visitors - because we know how important they are.

Concierge Reception allows visitor information to be captured from the moment they are invited by the host. This information is automatically transferred to the reception staff allowing them to see the exact number of meetings as well as host and visitor information on any future date they may wish to check in.

The pre-booking of visitors can be very appropriate for the staff so that they can be aware of any special needs the visitors may have.



VISITOR MANAGEMENT SOFTWARE FROM FISCHER & KERRN

The visitor management from Fischer & Kerrn 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 SINGLE MEETINGS

REOCCURRING MEETINGS

RECEPTIONS OR SEMINARS

CONTRACTORS OR EXTERNAL CONSULTANTS

CHANGES

When the reception process is built on Outlook meeting information, changes to meetings are detected automatically.

02

Possibilities before the meeting

GUEST CHECK

Do you require a check in is done on each individual guest?
A verification process / accept a disclaimer, etc.
Notification can be send by SMS or E-mail.



GUEST PRE-MEETING NOTIFICATION

Individual e-mail sent with travel directions, parking location or perhaps a QR code to open the gate. Notification can be send by SMS or E-mail.



HOST PRE-MEETING NOTIFICATION

We can setup a notification to inform the host on upcoming meetings, and remind them to do tasks related to the meeting.

Notification can be send by SMS or E-mail.



03
When the visitor arrives

MANNED RECEPTION

The reception staff can help the visitor if any questions arrives.

UNMANNED RECEPTION

Check-in monitor with or without a printer for visitor cards.

GUEST CHECK IN Assign a visitor card? Verify identity of the visitor?

Passport or identity paper? Create a record on the visitor?

RFID CARD

A visitor badge could be a reusable badge.

VISITOR CARD

Specific informations on the guest, host and meeting/

NO CARD NEEDED?

VISITOR SECURITY ACCESS

Should the visitor have access to different arears in the building?

HOST NOTIFICATION

It is possible to send a host notification to inform that the visitor has arrived.

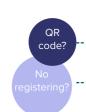
Notification can be send by SMS or E-mail.

WAY FINDING

The wayfinding from the reception is supported by multiple methods.

Which process suits you?

O4
After the meeting/ event



VISITOR EXIT

How should the visitor get registered when checking out?

EVACUATION LIST & REPORT

Access to a detailed list of guests currently in the building.

GUEST CHECK-OUT

Guest check-out will ensure the accurate records on who was in the building at all times.

GDPR

Ensure that all guest information is protected before, during and are removed after their visit.



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.

 $01 \longrightarrow$

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.

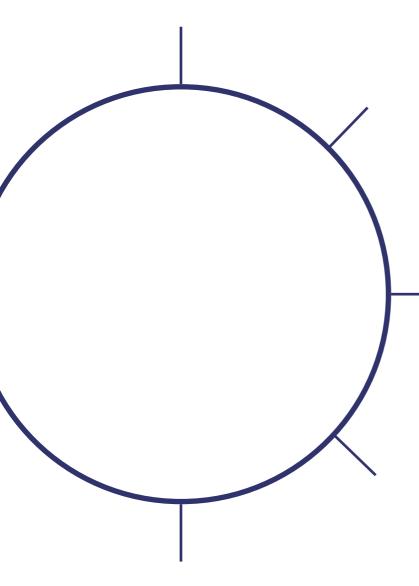
Visitor badges identify your visitors as well as letting you see who is currently in the building. This also allows for an evacuation list to be generated should the need ever arise.



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



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.

* Fischer & Kerrn

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