



Bytes Managed Solutions (part of the Altron Group), being one of South Africa's leading technology providers, wanted to change the visitor experience at their offices to align with this image and replace the paper book that was previously used to manage their visitors.

Kenai was selected to manage the front desk due to the quality first impression it made on Bytes's visitors, especially when visitors pre-registered and were recognised by the system on first sign in. Bytes's visitors have been complimentary of their visitor journey when visiting Bytes's offices, which in turn kicks off client discussions on the right note.

Various of Bytes's clients have also requested Kenai for their offices, creating a joint sales opportunity for the Bytes and Kenai teams.

 Location Johannesburg	 Industry Technology
 Employees 8500	 Favourite Feature Pre-registration

Challenges

- | Bytes's office functions as a showroom for new technology, and clients needs to be impressed from the get go
- | Long queues formed at reception when several groups of guests arrived at the same time
- | Waiting for reception to phone each host slowed down and detracted from the sign in process

Solutions

- | Kenai created the wow factor they were looking for, with many visitors commenting on their delight in using the system
- | Visitor pre-registration, coupled with recognition of returning guests sped up sign in times, alleviating this issue
- | Automatic host notifications via text and email solved this issue, with hosts now able to meet their visitors promptly on arrival



"Our visitors are often our clients and we need to impress them every time. With Kenai, that has finally become possible for us."