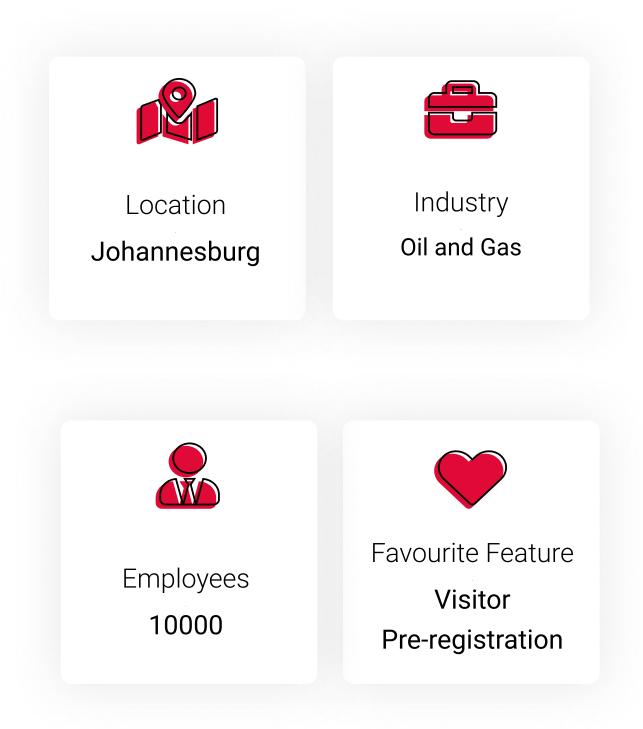
CUSTOMER STORY





Total South Africa is a company deeply entrenched with all of South Africans. The iconic brand is always displayed prominently, illustrating the passion and energy that Total South Africa stands for.

When taken in this context, the paper-based visitor system that Total



South Africa was using at their head office didn't meet the high standards of their brand and needed improvement.

Kenai was introduced to do exactly that. Introducing a system that recognises repeat visitors created the friendly environment that Total South Africa stands for, while maintaining the strict security and health and safety standards that all oil and gas companies strive for.

An important feature for Total South Africa is visitor pre-registration, where visitors can capture their details and watch the required induction video before they arrive on site. In this way, the sign in process has been drastically reduced and the famous Total South Africa brand made more prominent throughout the visitor journey.



Challenges

The visitor sign in process was long and frustrating for visitors, creating the wrong first impression

Reception struggled to keep track of which visitors had watched the required induction video

When the lobby got busy, it took a long time for reception to contact hosts

Solutions

- The process through pre-registration and on-site sign in transformed this into a delightful visitor journey
- Kenai logs the induction status of each visitor, creating a clear audit trail

Automatic host notifications eased this pressure and alerted hosts to their vistitors sign in via email



"Easy to use yet incredibly powerful. Kenai have created the

perfect blend of security and a good first impression."

Darryn Lee - Marketing at Total South Africa