



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.

Location
Johannesburg

Industry
Oil and Gas

Employees
10000

Favourite Feature
Visitor Pre-registration

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 visitors sign in via email



“Easy to use yet incredibly powerful. Kenai have created the perfect blend of security and a good first impression.”