TRUSTED DOMESTIC CARRIER OF THE SPRINGBOKS

FlySafair is the most innovative company in aviation in South Africa. They have a reputation of using the latest technology to facilitate the smoothest experience for their passengers.

FlySafair previously managed visitors through a paper based system, which was inconsistent with the general efficiency with which they manage other processes.

Kenai was trialed at FlySafair's head office, with the results exceeding expectations. Post the trial, Kenai has been deployed on a permanent basis.

Safair's visitors have been impressed by the system, showing delight at being recognised when they return for repeat visits. The ability to know when each visitor left also tightened up their building security.

Location
Johannesburg

Industry
Aviation

Employees
900

Favourite Feature
Pre-registration

Challenges

| Visitors had to fill in a paper book each time they visited the FlySafair office creating the wrong brand impression

| Reception couldn't track the exit time of each visitor with proof

| Wanted hosts to be automatically notified of a visitor's arrival

Solutions

| Kenai sped up first time sign ins through pre-registration and created visitor delight by recognizing returning visitors

| The kiosk sign-out keeps a record of the exact time visitors leave with a biometric check

| Kenai automatically notifies hosts when their visitors arrive via text and email

SIGN OUT   SIGN IN

"Kenai has completely transformed our visitor experience into a delightful journey from pre-registration to physical sign in"

Eswee Vorster - Head of IT and Innovation at FlySafair