

RCS receives many visitors and before Kenai, had to sign them in with a paper book. They felt this wasn't creating the initial brand impression that they wanted.

The RCS team trialed Kenai against another system and after a 2-month period, selected Kenai. The feedback was that visitors loved the sensation of being remembered, with many of them commenting that it felt like an old friend welcoming them back home.

Given the nature of their business, RCS's building and data security is high priority. The ability to digitally view all visitors on the Kenai dashboard with photo evidence fitted exactly what RCS wanted and the data security standards built by Kenai met their requirements.

Kenai is now permanently installed at RCS's head office in Cape Town, where they receive a large number of repeat visitors. These visitors sign in in under 10 seconds using Kenai, resulting in a consistently high quality visitor experience.



Location
Cape Town



Industry
Financial Services



Employees
1500



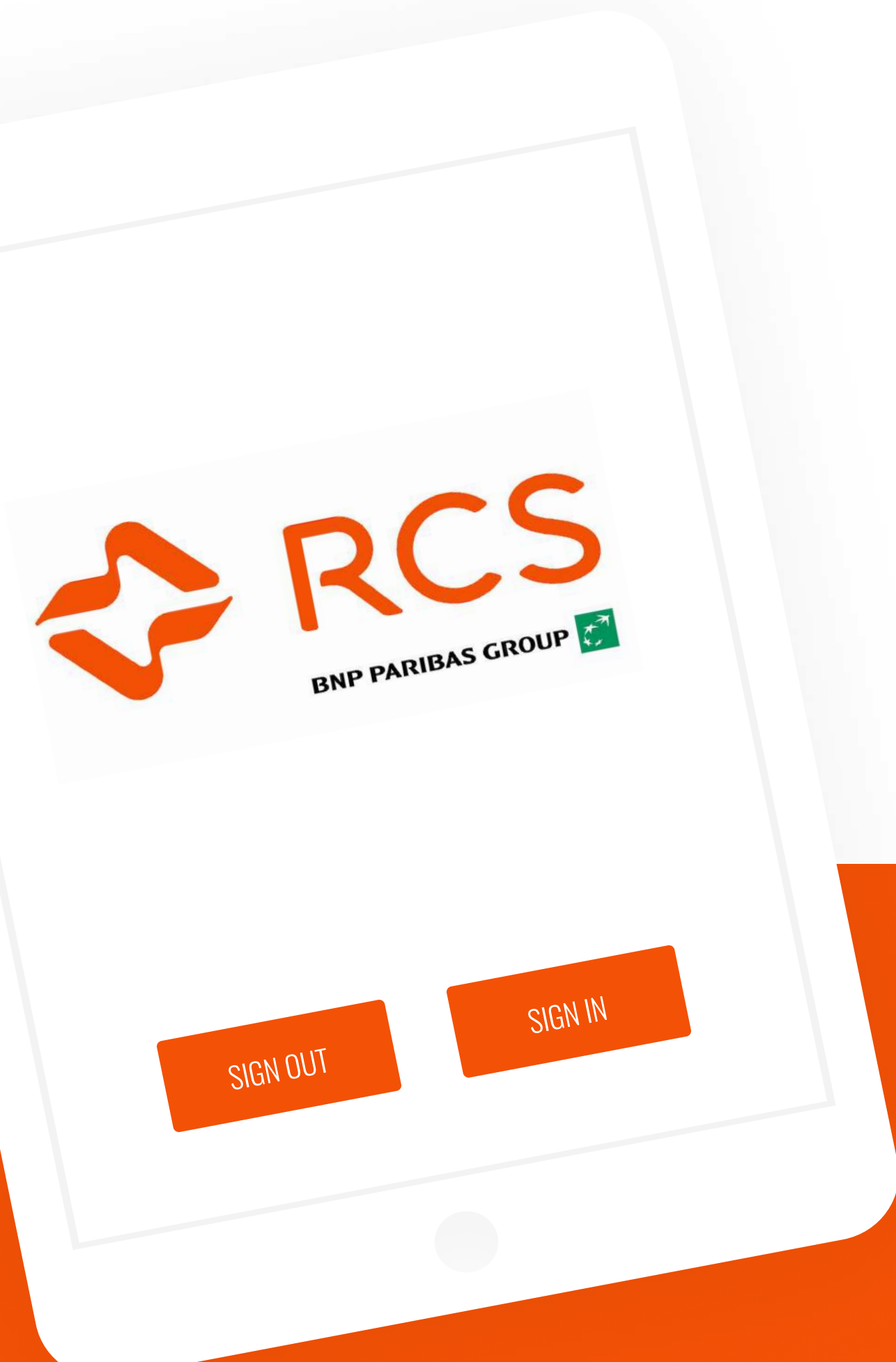
Favourite Feature
Recognition

Challenges

- | Each visitor had to fill in the paper book on arrival, even if they had visited before, creating a negative first impression
- | RCS wanted important international visitors to be pre-registered before arriving at RCS's office
- | The internal audit team required a tight, yet simple audit process.

Solutions

- | Kenai's recognition speeds up the sign in process, while creating a consistent, quality impression
- | Visitor pre-registration facilitated this functionality to good effect
- | The ability to search for and export visitor logs via the web dashboard made this process simple and efficient



"Kenai helps alleviate burden on the front desk giving reception the space to be more attentive. Local and international visitors are consistently amazed by the experience of being recognized"