

Visitor Management Portal

Customer: A Leading Bread And Pastry Manufacturer, Part of a Broader Conglomerate's Brand Portfolio

CUSTOMER AT A GLANCE

The organization developed its consumer food brand to make its products widely available in the market, allowing individuals to enjoy quality and great-tasting bakery products with their families and friends at home, at work, or anywhere.

The brand is made using quality ingredients and follows high-quality production standards, reflecting the organization's commitment to delivering reliable and enjoyable products to consumers.

A dedicated distribution fleet delivers the products daily to ensure freshness and availability across multiple regions within the country, as well as selected international markets.

The brand is available through a wide range of retail channels, including small and medium-sized grocery stores, large supermarkets, and other major retail outlets. Its product portfolio includes sliced bread, burger buns, puff pastries, sliced cakes, pound cakes, cupcakes, tortilla bread, and other bakery products.



Industry:
Food & Beverage



Firm Size:
201-500 employees

CHALLENGES

- Day-to-day business visitors such as vendors, contractors, or guests arriving at a site were signed in and approved manually at the point of entry.
- This meant a staff member needed to be available at reception or the entry point at all times to check each visitor's details and make an approval decision before allowing them in.
- Because this depended on someone being on hand to process each visitor individually, check-in could take longer during busier periods, or if the person responsible for approvals was occupied elsewhere at the time.

SOLUTION

- A **Visitor Management Portal** was built on Joget, where visitors check in simply by having a barcode scanned at the point of entry, rather than going through a manual sign-in process.
- Based on a set of preset conditions such as whether the visitor is pre-registered, expected on that day, or meets other predefined criteria — the app automatically approves or rejects entry at the moment of scanning, without requiring a staff member to manually perform the entry.

RESULTS

- ✓ Visitor check-in and the approval or rejection decision now happen seamlessly at the point of scanning, cutting what was previously a manual, staff-dependent step down to a matter of seconds per visitor.
- ✓ Staff no longer need to be available to manually review and approve every visitor as they arrive, freeing up time that was previously spent on manual entry management.
- ✓ Visitors experience faster, more consistent entry regardless of how busy the site is or who happens to be on duty, removing the wait times that could occur when approval depended on staff availability.
- ✓ Because approval logic is applied automatically and consistently, the process also reduces the chance of human error in deciding who is granted entry.
- ✓ Overall, the shift from manual to automated check-in has improved both operational efficiency at entry points and the overall visitor experience, while maintaining the same level of entry control the business relied on previously.



Streamlined
Visitor check-ins and approvals



Reduced
Manual reviews, less human errors



BETTER
Visitor experience