



Getting *started* with Visitor Management

Introducing a safe and efficient visitor management solution for a modern and ever-changing world: working alongside Vpod, Money Penny will provide you with a dedicated project team, led by your Client Onboarding Manager, to ensure a smooth mobilisation of our seamless solution. Your Client Onboarding Manager is tasked with ensuring key milestones are met on time and that all stakeholders are provided with regular project updates.

The mobilisation of your service will be executed in two key stages, **Discovery** and **Visitor experience**, which we've outlined in greater detail below:

Discovery

Together with Vpod, we will work with you to create a customised visitor experience based on your business needs. In the Discovery phase, you will tell us all about your business set-up and technical requirements, covering topics such as:

- Business and visitor overview
- Key objectives
- Site details
- Vgreet set-up including:
 - Site health and safety procedures
 - On-site facilities
 - Transport, taxi and parking
 - Local amenities
 - Escalation processes
- Proxyclick account details and settings

Visitor experience

Throughout this stage, Vpod and your lead Money Penny Receptionist, together with your Client Onboarding Manager, will get to know all about your business and visitors. Topics covered at this point will include:

- Typical visitor scenarios
- Escalation processes
- The 'What ifs?'



Your *journey* explained

- 1 Project discovery**
To introduce key stakeholders and discuss your Vgreet requirements i.e. UI, technical steering etc.
- 2 Contract negotiation & agreement**
We have a wealth of supporting policies we know you'll want to see as part of your due diligence, and will happily complete a supplier framework/questionnaire
- 3 Visitor experience**
Discover user scenarios, objectives, processes etc.
- 4 Training & call mapping**
Your lead Moneypenny Receptionist, working alongside your Client Onboarding Manager, will discuss how visitors are to be handled, cover the 'What ifs?' and run through scenarios using Vgreet designs
- 5 Reporting & reviews**
We'll discuss reporting requirements and agree ongoing review schedules
- 6 Testing**
We will test our provision, reviewing both operational and technical delivery
- 7 Go live**
With our provision fully operational, immediate testing, ongoing monitoring and support will begin

The ways your Moneypenny Receptionist can assist are *endless*

"Where's my meeting taking place?"

"Can you provide me with directions to my hotel?"

"Where's the nearest tube/train station?"

"Where's the nearest coffee shop?"

"I'd like to report a facilities issue."

"I need to cancel my meeting."

"Have I parked in the right location?"

"Can you help me arrange a taxi?"

"I've missed my meeting, can I book another slot?"

"I've left something in the meeting room, can I access it?"

"Where's the on-site restaurant?"

"Where's the nearest facilities?"

"Can you help me check-in?"

"Can you tell me where room 104 is?"

We are our clients' second home

Exceptional businesses, including Magic Circle law firms and leading brands, outsource their switchboard & visitor management to Moneypenny. We offer dedicated receptionists, on hand 24/7, to look after everything an in-house team does and more. Their can-do attitude and attention to detail delivers outstanding service to our clients' customers and employees, as well as significant cost savings.

 moneypenny.co.uk

 hello@moneypenny.co.uk  0333 202 1005

