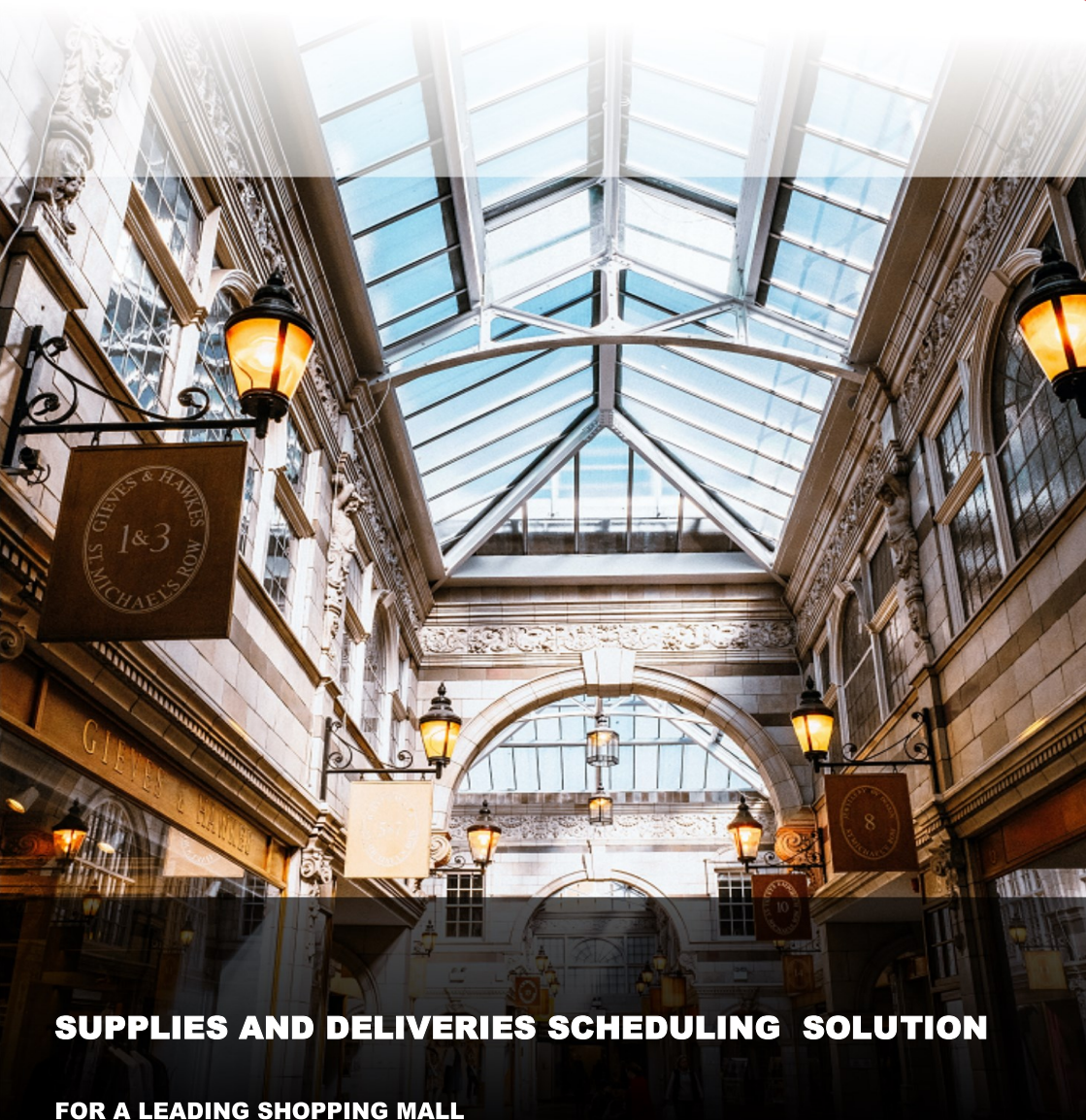# IDENTIGATE
Bringing Ideas to Life!

CASE STUDIES

SUPPLIES AND DELIVERIES SCHEDULING SOLUTION

FOR A LEADING SHOPPING MALL

Our Client is a premier shopping mall located in the beautiful leafy suburbs of Karen, Nairobi. It caters to unique experiences and aims to trigger three of our five senses—Taste, Color, and Sound—all while placing importance on Real Estate in The Service of the Community. It hosts over 85 premium stores that include a large Internationals Supermarket Chain and premium local and international brands

55,000+
Visitors per Week

1200+
Parking Bays

1300 +
Eatery Seats

85 +
Stores

THE GAPS

The mall's management experienced gaps in controlling and coordinating inbound and outbound deliveries. Some of these gaps were evident in the management and coordination of suppliers, (Emails and Telephone Calls were used as primary modes of communication and coordination) inefficiencies in delivery clearance processes due to the primarily manual processes and procedures that led to traffic buildup at entry points during busy hours.

This also impacted key client businesses that manifested as unavailability of critical goods and services and high operational costs. Additionally, the client had gaps in the assurance of compliance to security policies, processes, and guidelines, high operating costs, and poor visibility on operational performance due to lack of timely data for management information and decision-making

THE SOLUTION

We proposed an online deliveries management and coordination solution to the mall's management. The solution involved the development of custom mobile and Web Technology solutions that would streamline its deliveries management processes. Components of the solution Included An Android Application (White Labeled to the Client's Brand and Colors) that would be used by its suppliers, internal staff, and tenant to schedule Deliveries, A Mobile Application (based On SOJA Visitors Management Platform that would be used by the Security team to receive and process inbound and outbound deliveries and a web platform for internal reporting and analytics.

⊚ THE IMPACT

The System has greatly enhanced operational efficiency at the mall. Deliveries are now seamlessly scheduled and approved. There is improved coordination between the Mall's management and its Tenant and suppliers.

The security team has been empowered and made more efficient. A reduction in Intensive manual registration and data collection has allowed contracted services providers to focus more on their core roles of providing security and risk management services. There is marked improvement in adherence to security and operational policies, processes, and procedures.

The Malls management now has improved visibility on this key operational process and has improved its coordination and relationship with its Tenants.

⚇ ABOUT US

We are a software technology solutions provider with a focus on developing and implementing innovative solutions that address key customer pain points within identity management Facilities Management, Events Management, Healthcare, and Logistics Verticals.

Our vision is to transform lives, positively impact customers and drive better outcomes for our stakeholders.

We have developed and deployed solutions for major public and private sector organizations in Healthcare, International Organizations and Schools, Manufacturing, Private Security, and Public Sector among many others.

Our flagship product code-named SOJA reinforces security with a digital visitor and resident management system. We are also the regional resellers and partners of QR Patrol, a leading guard tour system.

OUR BRANDS

SOJA · SOJA Events · ⚒AssetFix · ➕ MedicPA · 🔖IdentiCheck · P

BRANDS THAT TRUST US

the hub · BAT A BETTER TOMORROW · THE NAIROBI HOSPITAL · ◀TRANSEAST PROFESSIONAL HAULIERS▶ · KENYA REVENUE AUTHORITY · ILRI INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE · CGIAR