



IDENTIGATE
Bringing Ideas to Life! 

CASE STUDIES

VISITOR MANAGEMENT AND KYC SOLUTION
FOR A LEADING ROOFING PRODUCTS MANUFACTURER

Our client is a leading steel solution provider, specializing in roofing sheets, tiles, & trusses. With 60 years of expertise & innovation. As the pioneer of Aluminum Zinc coated steel, the client has established itself as a pioneer in the use of innovative technology and solutions in the industry.



500+
Employees



10+
Branches



230M USD
Turnover

THE GAPS

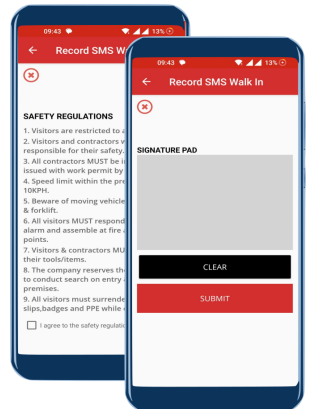
In order to optimize its security management processes particularly visitor management and compliance to its stringent Occupational Health and Safety requirements, the client sought to automate this core area by implementing a Visitor Management System with paperless registration and Acknowledgement of EHS Policy by all Visitors. The client further sought a solution to streamline its KYC (Know Your Customer) processes and mitigate its KYC and Security Risks. The client therefore sought a solution that would address this and the following key gaps.

- ⇒ Streamline Guest Registration and Clearance with a Paperless EHS Policy Compliance System.
- ⇒ Improve and Enhance the Customer Experience as measured by regular Customer Net Promoter Score (NPS) survey results
- ⇒ Ensure Strict Compliance with industry regulations, especially OSHA requirements.
- ⇒ Automate Know Your Customer (KYC) Processes
- ⇒ Strengthen Risk Management through data-driven insights.



THE SOLUTION

We recommended and implemented an enhanced version of our leading Visitor Management System (SOJA VMS). This involved providing additional specialized features on top of the VMS system at Included the ability for Visitors to review and electronically sign the Occupational Health and Safety Policy. We further implemented a Know Your Customer (KYC) Solution. This comprehensive platform offered a range of features to address the challenges at hand.



The implementation of the Soja Corporate Visitor Management system led to significant improvements across various aspects of the client's operations:

- ◇ **Rich Data:** The platform has accumulated a comprehensive and growing database of over 5000 guest records, enabling robust Risk Management and data-driven analysis.
- ◇ **Improved Customer Experience:** The platform has improved and Enhanced overall customer experience through fast, hassle free and efficient check in process with robust data protection measures.
- ◇ **Compliance:** Compliance with the robust Occupational Health and Safety Policy requirements is now enhanced. The automated recording of EHS policy compliance reports have has greatly streamlined EHS and Risk Management Activities ensuring higher safety and reduced liability risks.
- ◇ **Efficiency:** Visitor Management and Clearance processes have ben were streamlined, resulting in improved operational efficiency.
- ◇ **Fraud Prevention:** Notably, there has been zero cases of fraud or impersonation, underscoring the enhanced security achieved through the system.
- ◇ **Health and Safety:** The platform has ensure that health and safety standards are maintained, en-

ABOUT US

We are a leading developer of Innovative Software Solutions that address challenges associated with Managing **People**, **Facilities** and **Assets** Across Africa. Our vision is to transform lives, positively impact our customers and drive better outcomes for our stakeholders

Our range of solutions include Visitor Management, Facilities Management, Security Operations Management, Inbound and Outbound Logistics Management, Booking and Appointment Management, E-KYC, IOT and Event Management and Accreditations Solutions for various public and Private Sector Organizations.

OUR BRANDS



BRANDS THAT TRUST US



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