



Enhancing visitor
experience at **Z Energy**

Z Energy, suppliers of fuel to NZ retail and commercial customers, needed a solution to manage visitors to their three large corporate offices.

“WhosOnLocation is easy to use, you can keep track of who is entering your office and it notifies your staff when their visitors are here. ”

- Renee Coghlan, Z Energy Receptionist

About

Z Energy supplies fuel to NZ retail and commercial customers including airlines, trucking companies, mines, shipping companies and vehicle fleet operators. Z Energy also provides bitumen to roading contractors.

A publicly listed company on the Australian and New Zealand stock exchanges, Z Energy's mission to 'solve what matters for a moving world' guides everything they do.

Z Energy's three main office locations in Auckland, Wellington and Christchurch typically see more than 100 visitors per week.

Challenges

Z Energy needed an efficient visitor management system to make the sign-in process faster for the many visitors to their offices.

Z Energy needed to:

- *make sure none of their visitors were kept waiting for appointments*
- *replace their paper sign-in form where visitors signed themselves in, often with illegible handwriting*
- *sign-in multiple visitors quickly*
- *let staff know when their visitors have arrived on-site*
- *find a system that was easy to implement.*

“Working with the team was easy as they listened, made suggestions and implemented requested changes.”

How WhosOnLocation helped

Z Energy chose to use WhosOnLocation as their visitor management system after a recommendation from their IT team.

Using WhosOnLocation Z Energy can now:

- quickly sign multiple visitors in through their reception **dashboard**, or at the self-service WhosOnLocation **kiosks**
- let hosts pre-register their guests, making sign-in faster and more efficient, using WhosOnLocation's **Pre-Registration tool**
- easily notify hosts when their guests have arrived using **Visitor Arrival Alerts**
- ensure every visitor signs in to their office so they have a real-time record of who is in the building
- report on who is in the building during an evacuation to make sure they are accounted for using **WolEvac**
- continue the strong Z Energy **brand** presence throughout their **kiosks** (Z Energy's WhosOnLocation kiosk is one of the first things visitors see at their offices and it is often admired).

“Knowing who is in our building and who they are visiting allows us to be in control of a safe environment.”