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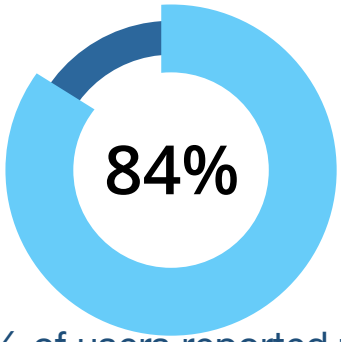
CREATE VISUALIZE ENGAGE

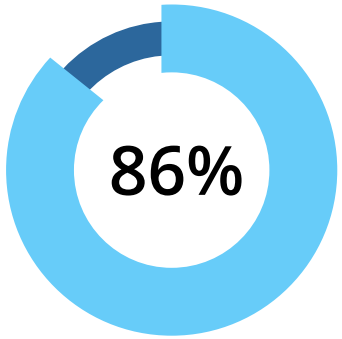
Empowering Businesses with Customer Centricity

Visitor Management Solution

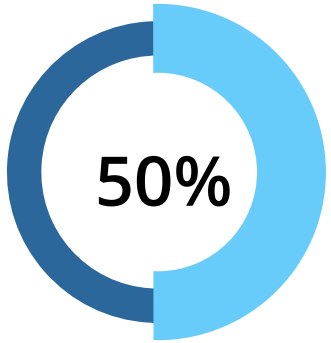
> Implementing a visitor management solution can provide an ROI of up to 150%. - *Frost & Sullivan*



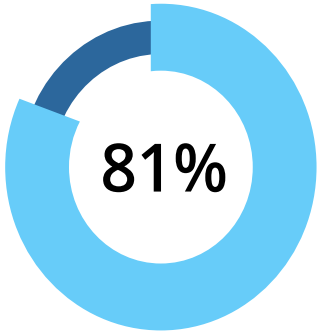
84% of users reported that visitor management solutions **improved their overall visitor experience**



86% reported that an online visitor management solution **improved their brand image**



Online visitor management solution can **reduce the admin cost by 50%**



81% of visitors reported that an online visitor management solution **improved their check-in**

Research analytics demonstrate the benefits of using a Visitor Management Solution (VMS), including improved security, increased efficiency, better visitor experience, regulatory compliance, and cost savings.

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VMS strategies

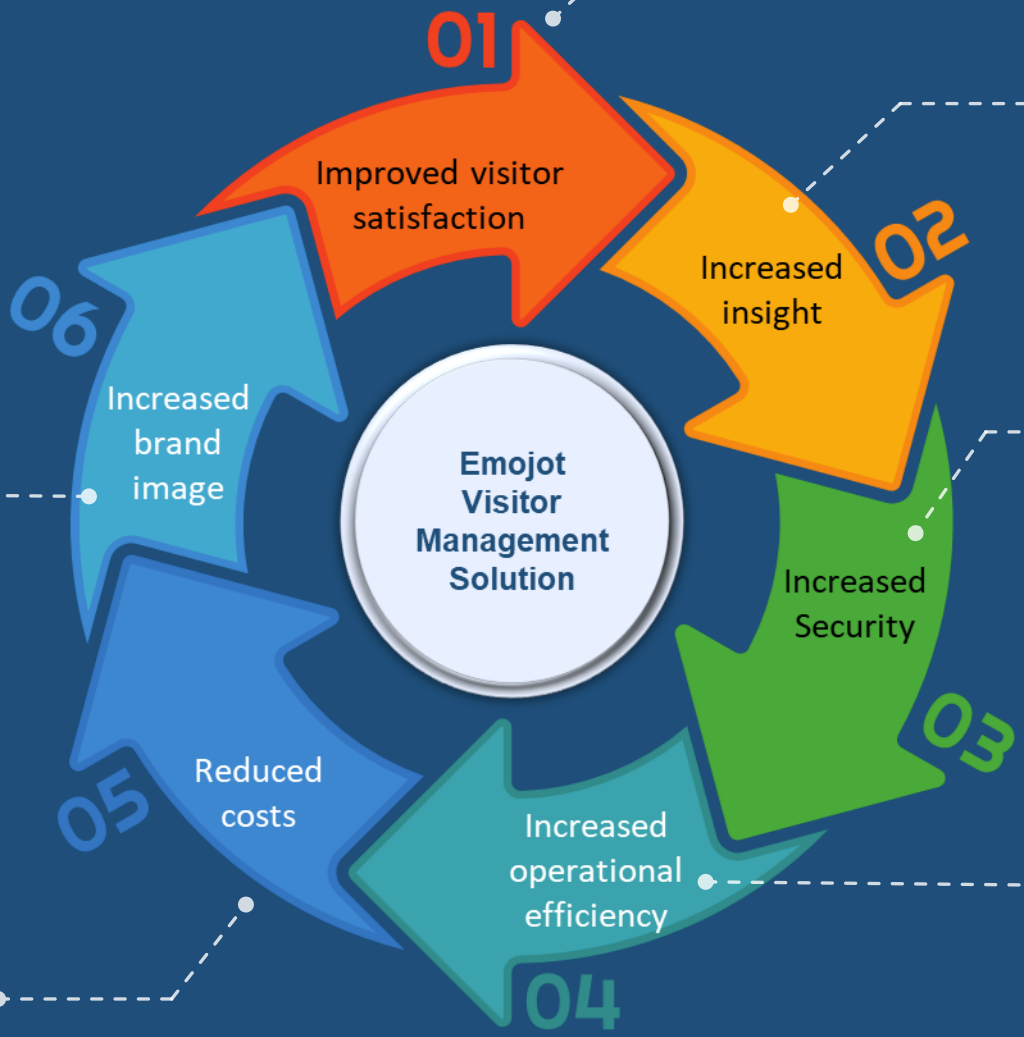
Visitor satisfaction can be enhanced by an effective check-in and check-out procedure

By retaining visitor information, organizations can obtain valuable insights into their visits

By achieving
- Professionalism
- Enhanced security
- Improved efficiency
- Visitor satisfaction

organization can cultivate an improved brand image

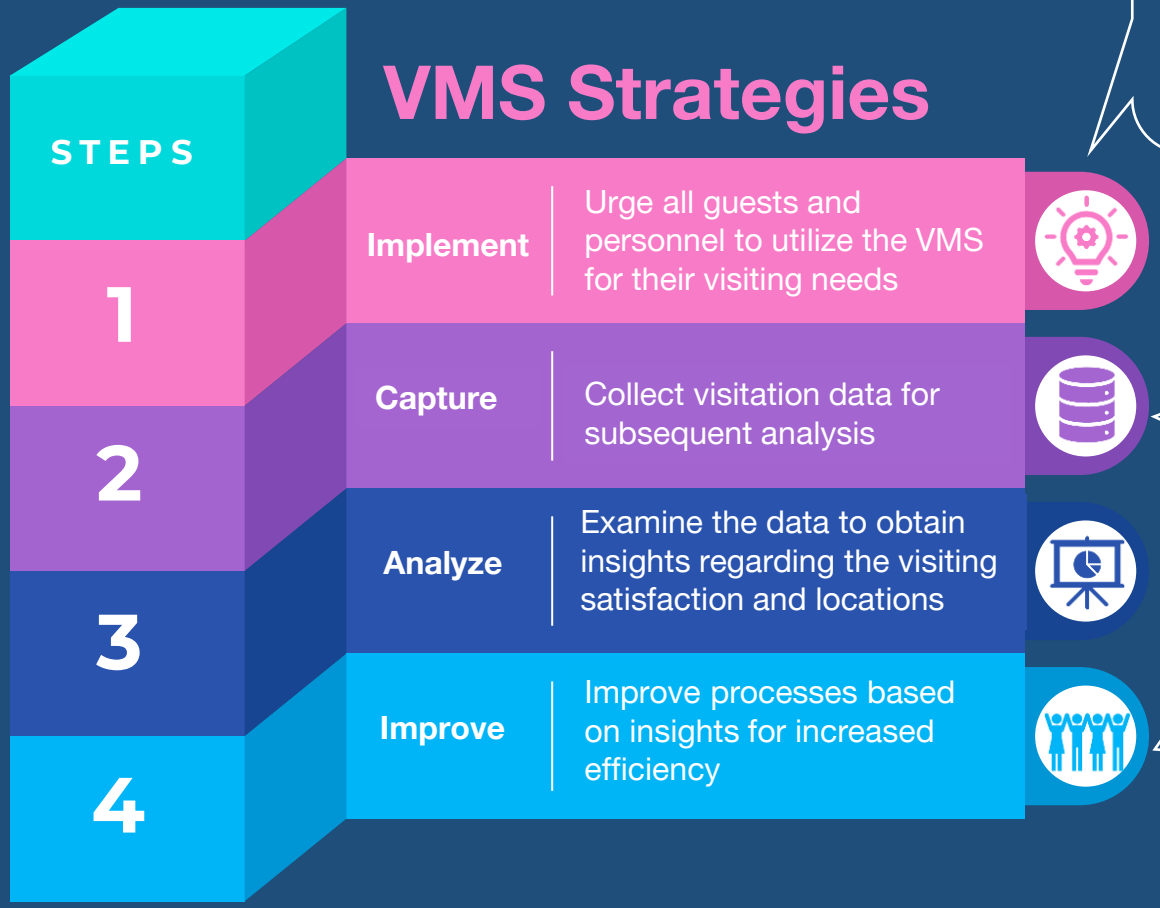
By ensuring that all visitors are registered, the company can keep track of who is present on the premises at any given time



Insights gathered enable organizations to identify high-traffic areas and make decisions to enhance efficiency

Enhanced efficiency leads to decreased administrative and operational costs

VMS strategies with Emojot



IMPLEMENTATION METHODOLOGIES

- The host has the ability to share the VMS link with the visitor, enabling them to access and book appointments
- The visitor has the option to utilize the on-premise QR code to input their visit details

ANALYZE TOOLS

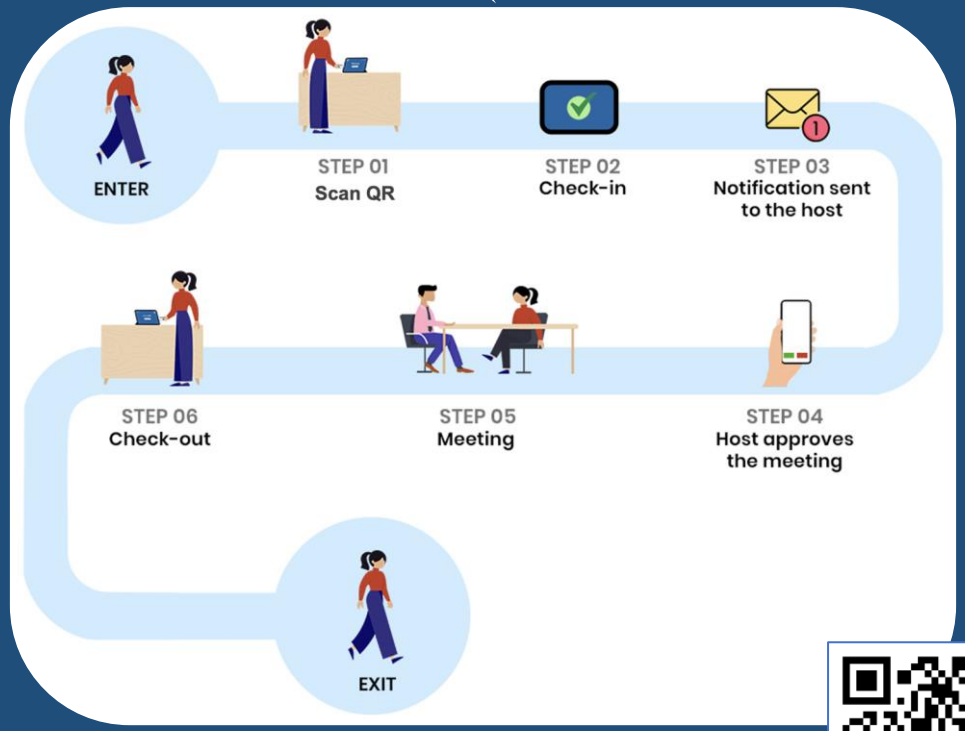
- Comprehensive analytics in to visitor information, frequency, visit location etc
- Drill-down analysis based on organizational hierarchy

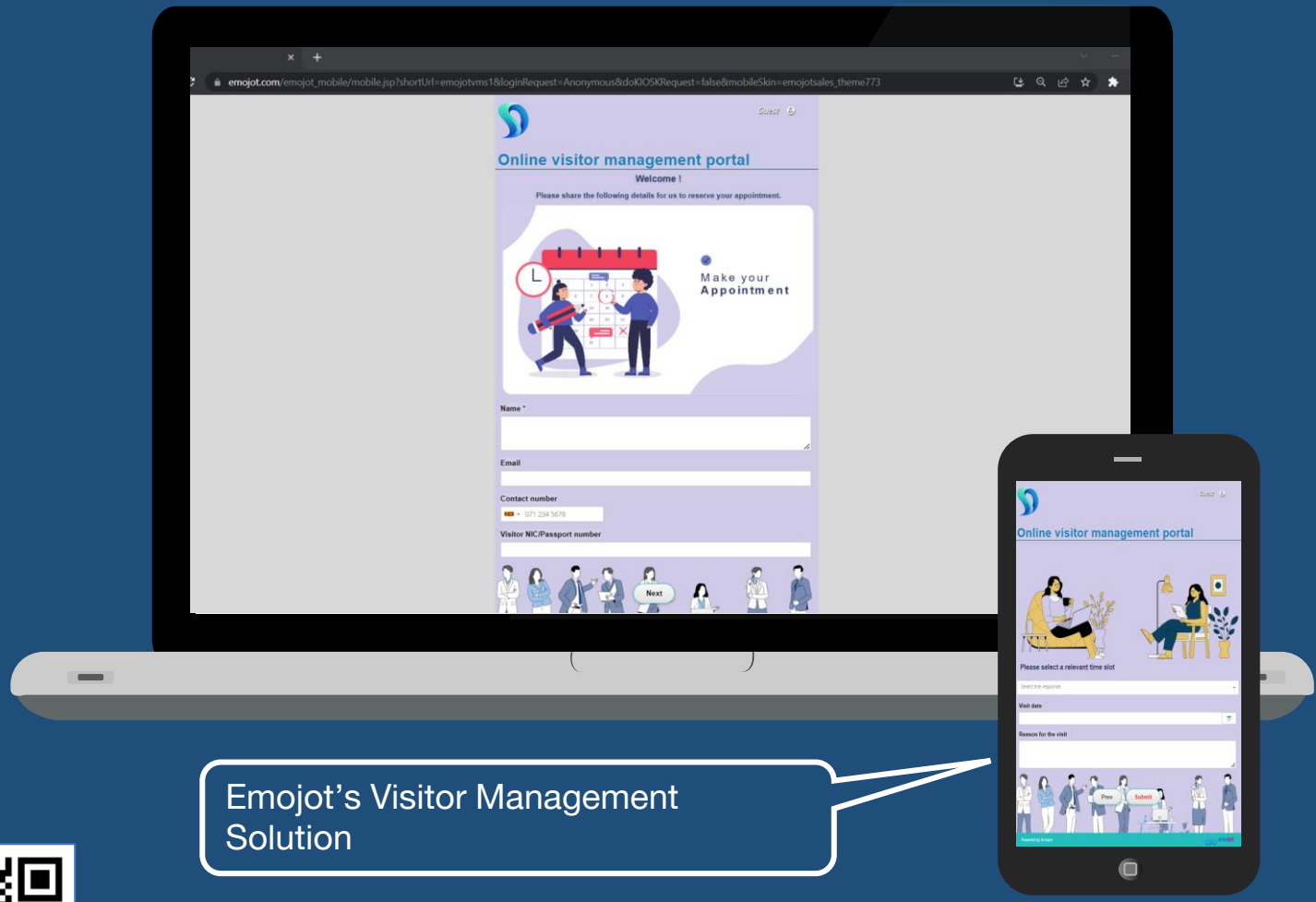
IMPROVE STRATEGIES

- Employ Emojot Emotion Sensors ™ to detect obstacles and gather customer feedback as insights for enhancing the visitor experience
- Automated notifications triggered by customer satisfaction ratings
- Ticket creation with escalations to ensure issue resolution

Visitor Management Solution

Appointment set up flow

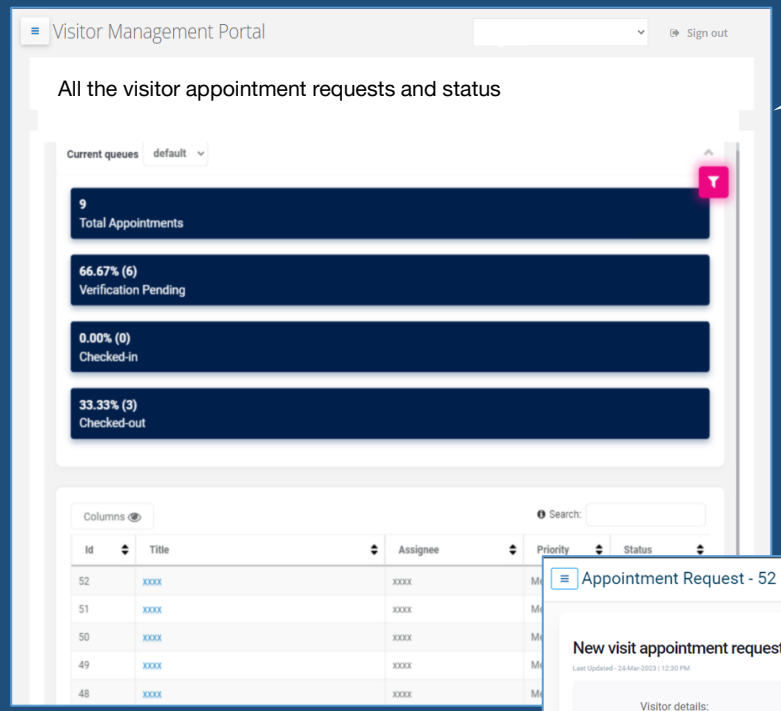




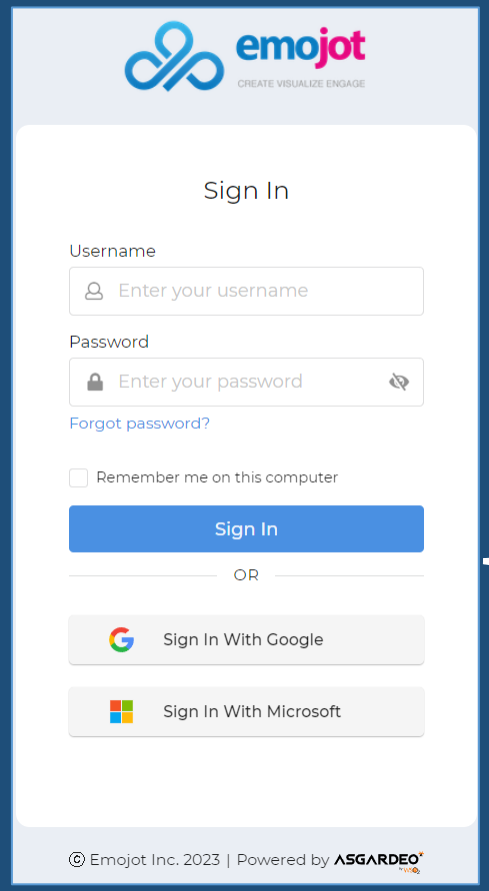
Emojot's Visitor Management Solution

Scan to access the Emojot's visitor management sensor

Visitor Management Portal

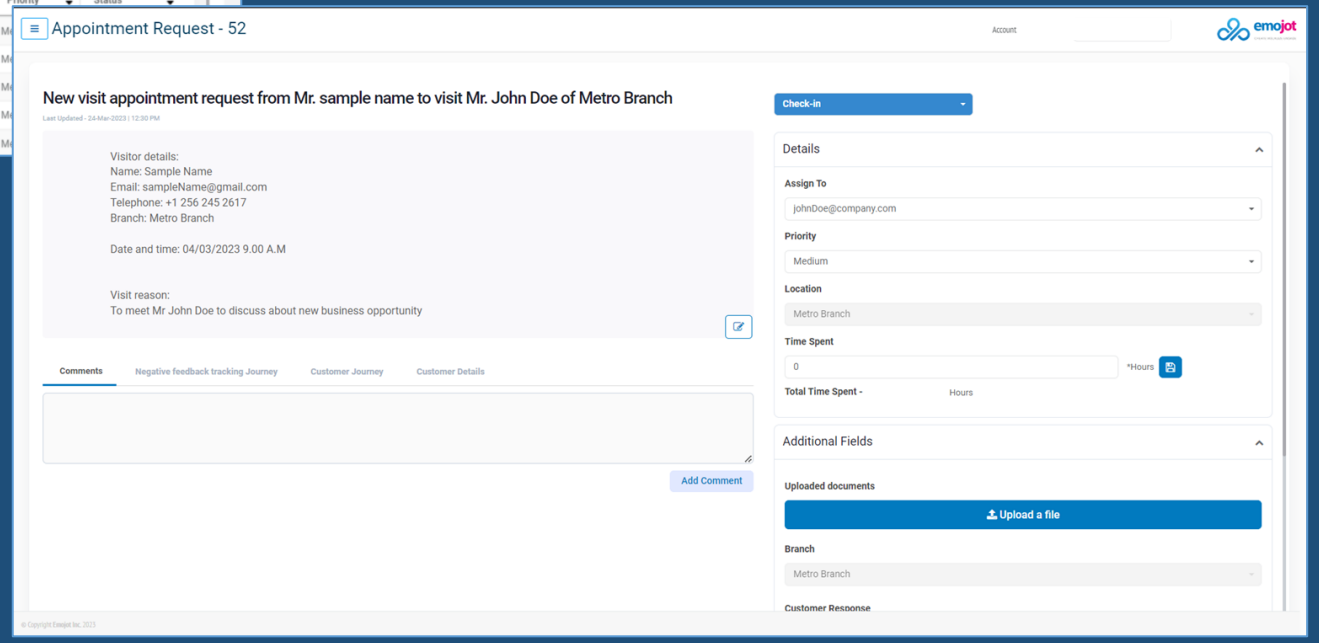


Appointment overview



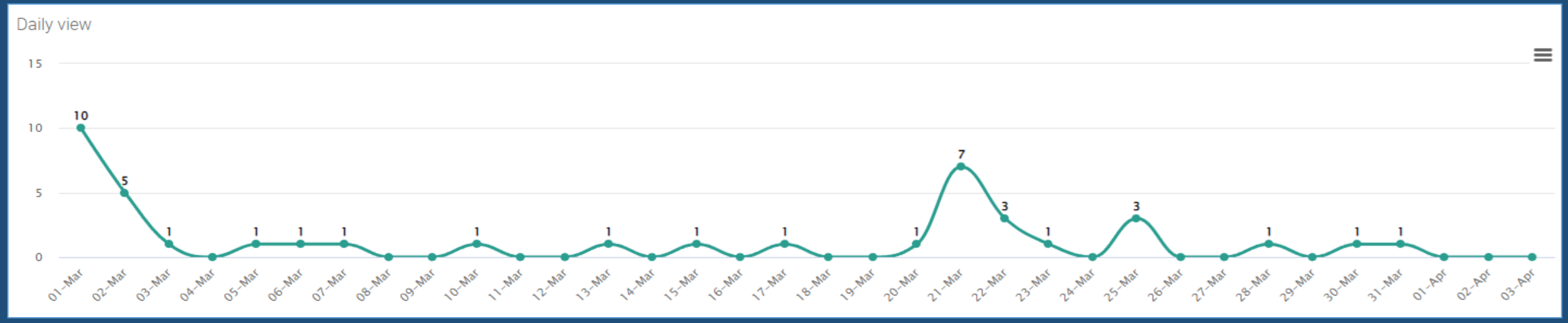
VMS portal login

Appointment information and check-in / check-out view

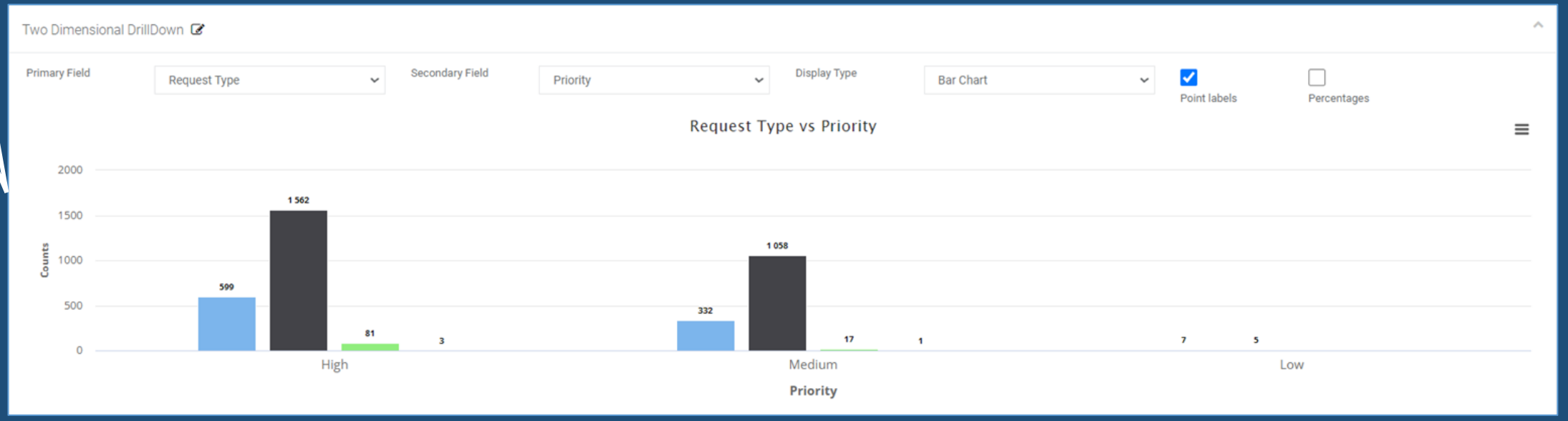


Visitor analytics

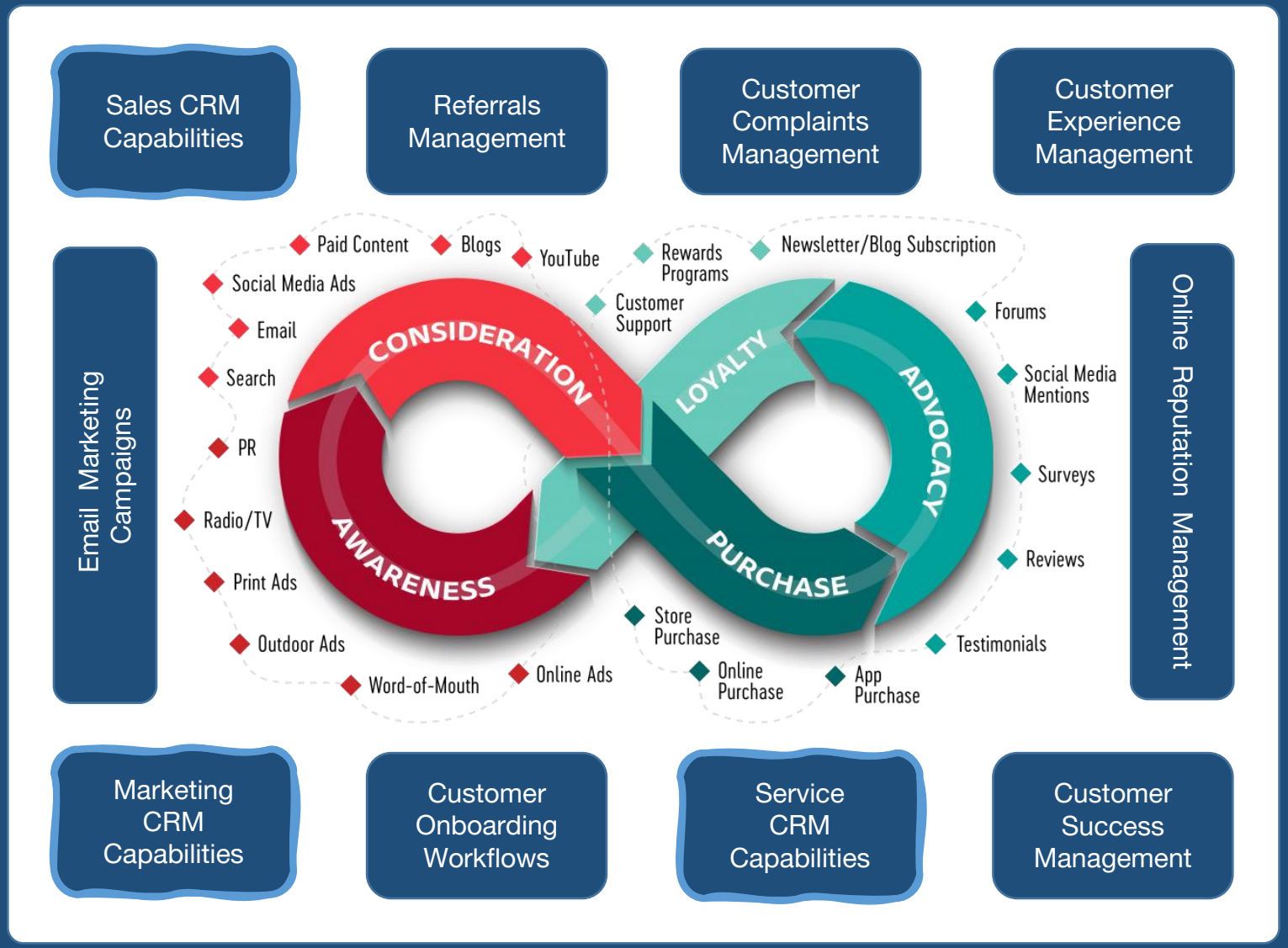
A report on visitor timelines that reveals patterns in visitation over a period of time



A report detailing the priority of appointments



Emojot enables customer centricity across the customer lifecycle



Customer lifecycle infinity loop:

1. **Awareness** – recognition of a need or problem
2. Consideration – research solutions to solve a need or problem
3. Purchase – decide on a product or service to solve a need or problem
4. Advocacy – spread the word about the greatness of a product or service
5. Loyalty – repurchase product or service because of initial satisfaction

Emojot platform philosophy:

Provide capabilities to place the customer at the center of the business throughout the customer journey.

Selection of global clients & partners

Manufacturing

DUPONT
brandix
HIRDARAMANI GROUP
teejay
hela
PHOENIX

Healthcare

ASIRI HEALTH
LIVE MORE
A Sotilogic Group Company
HEMAS HOSPITALS
By your side
SAGE
VETERINARY CENTERS
DELTA DENTAL

Automotive

FCA
FIAT CHRYSLER AUTOMOBILES
CARZATO
DRIVE ONE SELECT
APPROVED PRE-OWNED CARS

Tech, Telco & BFSI

ROBOCASH
ABBOT DOWNING
FORTUDE
AIA
Dialog
WSO2
SEYLAN BANK PLC
The bank with a heart
NDB bank
The future is banking on us
UNION BANK

Retail

Ooma
Keells

Travel & Logistics

SriLankan Airlines
dart
GLOBAL LOGISTICS
HAYLEYS
ADVANTIS
GOING BEYOND
Morison

Education

SLIIT
Discover Your Future
CIMA

Other

The ALLIANCE OF CHIEF EXECUTIVES, LLC
1990
allonnia
Town of BOXBOROUGH Massachusetts
SLASSCOM
THE KNOWLEDGE AND INNOVATION CHAMBER
CASA
CEYLON ASSOCIATION OF SHIPPING AGENTS
breakthrough
UNDP
Dipra Engineers (Pvt) Ltd

Partners

KPMG
EY

Emojot leadership

Frank Harbist
President, CEO & Board Member

- Formerly held leadership positions at Hewlett Packard, ProStor Systems, ActiveScaler, Lavante, and FutureDial.
- **B-EE** with highest honors - Georgia Institute of Technology; **MBA** with distinction - Carnegie Mellon University

Shahani Markus
Founder, CTO & Chairperson

- Formerly at IBM TJ Watson, Prescient Markets, Virtusa, ICT Agency of Sri Lanka, and University of Moratuwa
- BS (Computer Science & Mathematics); **MS** (Mathematics); **MS** (Computer Science); **PhD** (Computer Science), Purdue University USA

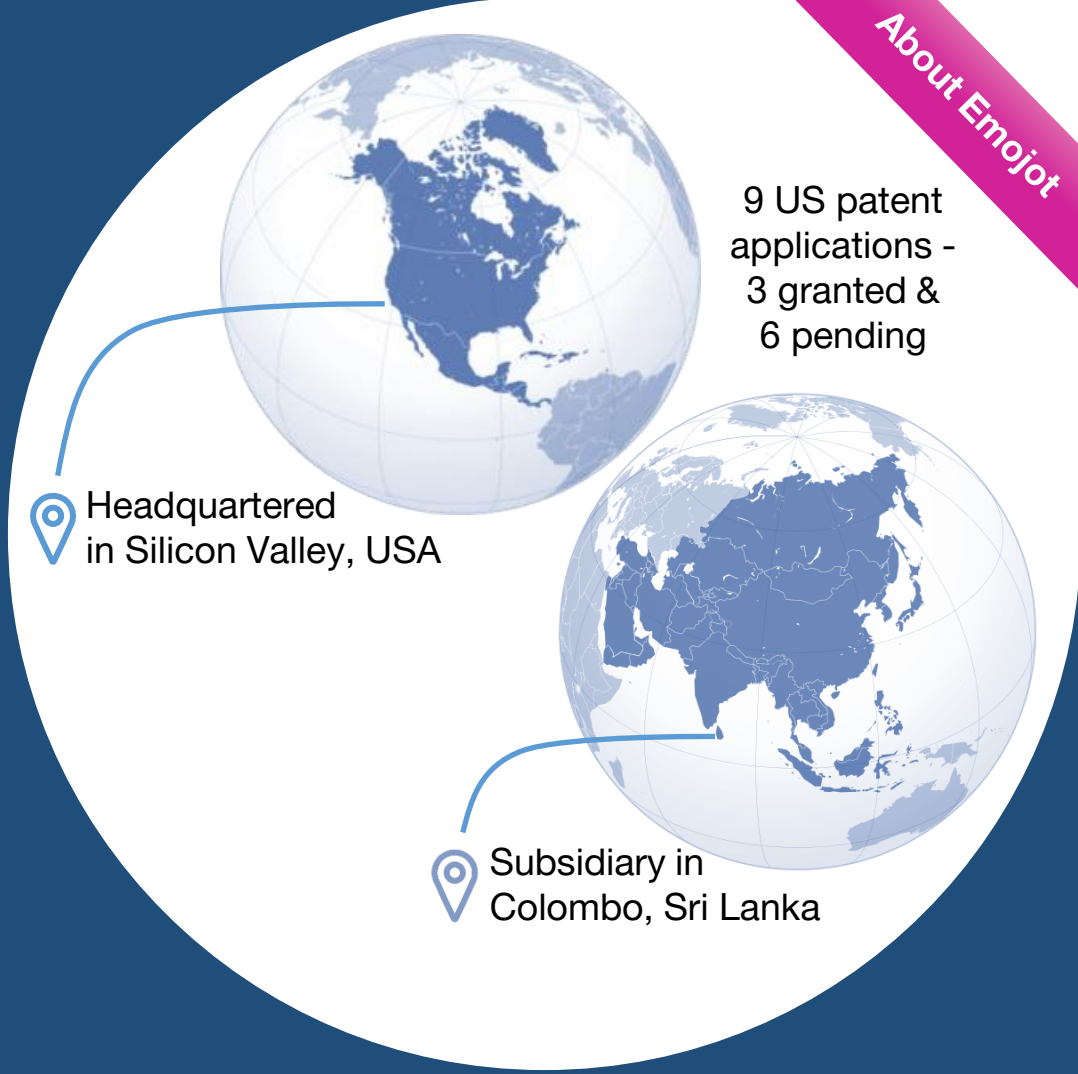
Emojot co-founders

Andun Gunawardene
Director, Engineering
BSEE First Class Honors
(University of Moratuwa)

Sach Ponnamperuma
Director, R&D
BSEE First Class Honors
(University of Moratuwa)

Manjula Dissanayake
Board Member
Ph.D. in Entrepreneurship
(University of Adelaide)

About Emojot



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Contact us for your customer centric transformation

info@emojot.com
www.emojot.com