FacilityOS

Rapid Deployment, Lasting Results

Visitor Management in Real Estate Development and Operations

Background

Established almost 70 years ago, Menkes is a multidisciplinary real estate development company. Operating multiple commercial and residential buildings, Menkes properties represent some of the most iconic landmark buildings across Toronto.

With a focus on sustainability and environmental best practices in new building construction, Menkes is a multi-award-winning developer whose properties have become synonymous with quality and prestige.

To manage Ministry of Health guidelines, Menkes originally needed a visitor management system that would expedite the return-to-work initiative in its facilities.

The Challenge

Before implementing FacilityOS, Menkes had used another third-party program for visitor management. This program was very basic, needing more time-saving features like visitor pre-registration.

With a rapidly growing portfolio, Menkes wanted to improve tenant experience with a solution that met immediate Ministry of Health guidelines and upgrade its current system to better complement its longstanding reputation for quality design and customer service excellence.

The Solution

Complying With Return-To-Work Guidelines

Processing over 2,000 visitors per month across its office towers and headquarters, expediting return to work was essential for Menkes and its tenants. At the time, getting people back into the office meant complying with strict regulatory guidelines. In addition to communicating COVID protocols to entrants, there was also a need to enable and streamline a COVID flow check.

The FacilityOS visitor management kiosk offered an elegant solution. Visitors used the kiosk for a self-guided check-in in which they were given Menkes' protocols and prompted to complete the flow check requirements. Only once they completed the flow check could the visitor finish the sign-in.

Menkes aimed to overcome these visitor management challenges:

Comply with stringent return-to-work guidelines

Fast implementation of the visitor management system

Automated security & property management processes

As tenant engagement and positive interactions with guests are of the utmost importance, having the ability to do this independently, while alongside staff who could provide assistance if needed for those new to the technology, was a great combination.

The visitor kiosk easily met Toronto Public Health's contact tracing requirements by automatically storing check-in data, as well as screening and tracking everyone from office workers to third-party vendors like dock management, cleaners, and security. Digitizing records offered further benefits, assisting Menkes in the LEED program to reduce waste-generating COVID forms.

Another COVID-related concern was the re-usable visitor badges that were currently in place. iLobby replaced these with disposable stickers. The visitor management

> We work hard to create a welcoming, safe, environment for our tenants and our guests, so we are proud to work with a company like FacilityOS who, in turn, works hard for us while providing a quality, stable, and reliable product to those who work and live in the communities we build.

Jason Larkin,
Security Manager, Menkes

kiosk prints off these disposable badges as soon as the guest signs or scans in.

Finally, FacilityOS's touchless capabilities reduced the need for contact while simultaneously increasing speed for returning visitors. Through pre-registration, guests

kiosk hardware. Settings and customizations are ready-to-go out of the box, meaning all the end user has to do is plug it in and connect to the network.

The product is intuitive and user-friendly, requiring no training for visitors and minimal training for administrators. As such, it was possible to get the solution up and running faster than other options.

Throughout the process, FacilityOS remains very involved. With Menkes, there was ongoing communication from paperwork to shipping to implementation. The team ran start-up meetings to answer all questions, conducted follow-ups, and provided support throughout.

Automation of Property Management & Security Processes

The FacilityOS solution automates manual processes that congest building and facility management practices. The system improves efficiency at both ends, aiding Menkes and its visitors. Return visitor speeds are faster with digital records and QR codes allowing return guests to process themselves quickly.

receive all the necessary prompts and submit all data on their phones, allowing them to complete sign-ins prior to arrival. The guests then receive a QR code which they scan on arrival.

Speed of Implementation

For many businesses, speeding up the return to work was essential for getting back on track. Putting tenant needs first, Menkes wanted to ensure its office towers could expedite a return to offices. As such, fast implementation of the solution was essential and was another deciding factor in selecting iLobby.

FacilityOS's visitor management funcationality is a turnkey solution. The visitor management software (VMS) arrives bundled with the

These automated processes also free up Menkes personnel, allowing them to focus on other essential tasks.

Forms and documents are collected and stored automatically, following set rules. Menkes can set how long to store data and has the flexibility to add custom forms and documents.

Beyond efficiency, automation also enhances building security. It is easier to meet compliance requirements, visitor host notifications are streamlined, and security guards spend more time on personal interactions, improving efficiency for tenants and guests.

> Over time, we have seen increased compliance, reduction in waste of physical visitor logs, streamlined visitor host notifications, and allowed security to focus less on the process and more on the personal interactions & building relationships that are valued by Menkes.
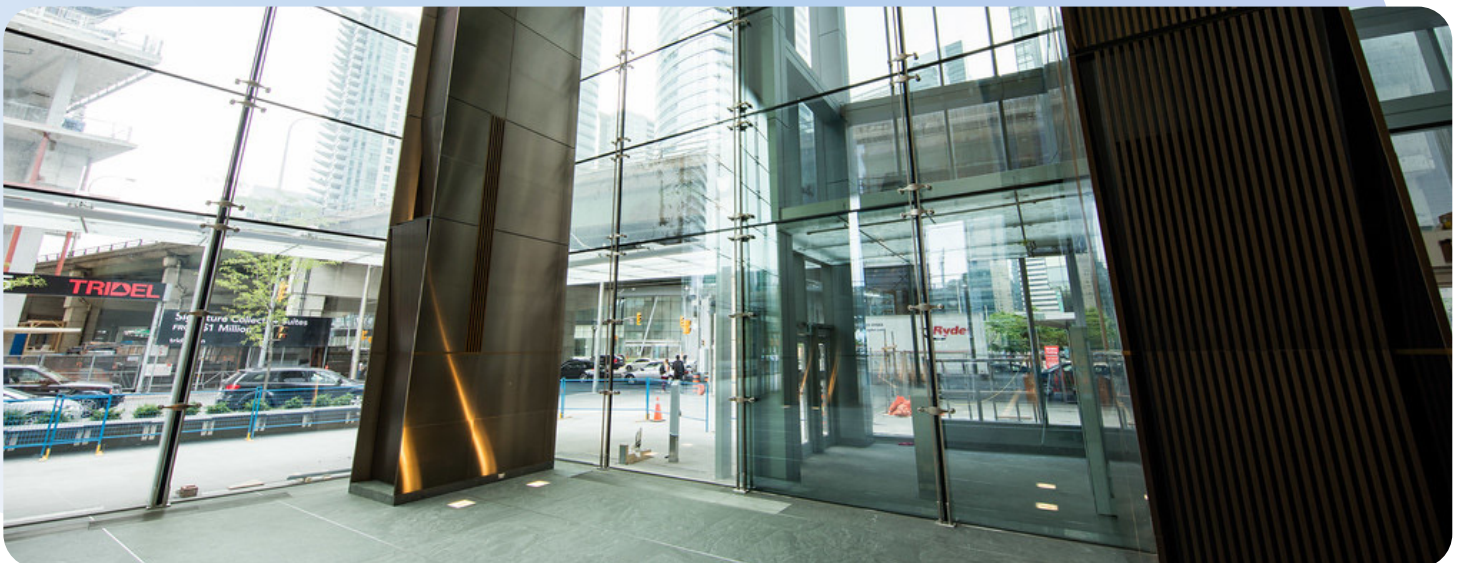
Jason Larkin,
Security Manager, Menkes

The Benefits

For Menkes, what set FacilityOS apart from the competition was more than the ability to meet return-to-work requirements. Menkes looked forward, seeking a solution to help meet its day-to-day needs and growth.

These features set FacilityOS apart, keeping the visitor management solution as an important tool in the Menkes belt, even as

things begin to normalize.

When it came time to make a final decision on which visitor management system to choose, FacilityOS was the only solution that offered all of Menkes' must-have features.

With the aid of FacilityOS, Menkes was able to fulfill requirements for its return-to-work plan according to Health Department standards in a timely manner.

An unexpected benefit of FacilityOS is found in discovering cost-saving opportunities at an

Menkes continues to use FacilityOS with great results:

✓ Menkes is now able to better monitor contractors with a visitor tag – allowing security to identify them and verify check-ins at a glance.

✓ Menkes can now accurately understand visitor volumes and trends

✓ The ability to sign in and out with a QR code reduces resources used at the front desk.

✓ The system makes it possible to automatically notify visitors of Fire Alarms and other essential communications that weren't possible before.

organization-wide level.

The online dashboard makes it easy for Menkes to verify time on-site for its sub-trades, offering a quick and efficient tool for identifying time on, and off, site for projects. Insights like these not only drive cost-savings but also help correct issues and prevent future reoccurrences.

These seven features have become an integral part of Menkes' daily operations.

- Ease of use
- Ability to hold data from completed forms–and set specified periods of time
- Easing compliance
- Contactless integration
- Flexibility to add custom forms and documents
- Opportunity to expand and scale use
- Simple and comprehensive dashboard to provide snapshots and key details

What's Next?

Currently, FacilityOS kiosks are in use at Menkes headquarters as well as the loading bays and front desks of multiple downtown office towers. Although the initial use was very COVID-focused, it has matured into a daily essential tool for Security and Property Management.

Menkes' portfolio continues to grow while placing a high value on its vendor partnerships and relationships. As such, the use of FacilityOS will continue to grow with Menkes' portfolio, with a possible expansion to tenant spaces in the future.

Feeling Left Out?
Discover the FacilityOS Difference

✓ Notify hosts of arrival

✓ Log accurate check-in times

✓ Complete training and induction

✓ E-sign documents (NDAs, GMPs, etc)

Learn more