



iLOBBY CASE STUDY: MAPLE LODGE FARMS FOOD MANUFACTURER

Seamless Adoption, Elevated Efficiency

Implementing an Automated Visitor Management Solution in Food and Beverage Manufacturing

Maple Lodge Farms, Canada's largest independently owned poultry processor, recognized the need to upgrade its old-fashioned paper sign-in procedure to a modern visitor management system. Their goal was to find a solution that would enhance security, improve efficiency, was easy to use, and would adhere to their strict regulatory requirements.

The paper-based system they were using was not only antiquated and insecure but also led to storage problems and limited visibility of visitors throughout the organization. With an average of 20-30 visitors daily, the demand for a more efficient and secure solution became increasingly evident.



Finding an Automated Visitor Management Solution

Prior to implementing a visitor management solution, Maple Lodge Farms encountered several significant pain points with their outdated paper sign-in system. The system lacked the security of a photo badge, managing storage of completed forms was becoming a problem, and there was limited visibility regarding visitors across the entire organization.

Maple Lodge Farms embarked on addressing three significant obstacles, namely:



Their traditional paper sign-in system was outdated and less secure when compared to a simple photo badge.



Managing completed sign-in forms had become a storage issue.



They needed increased visibility for visitors across the company.

Visitor traffic at Maple Lodge Farms typically consisted of around 20 visitors per day from Monday to Friday. However, the facility was seeing a rise in regular visitor traffic, with significant increases during plant tours. Before considering an automated visitor management solution like iLobby's VisitorOS, Maple Lodge Farms relied on a paper sign-in document that necessitated daily printing of sheets, storage of old sign-in sheets, and visitor badges that did not include photos or names.

Maple Lodge Farms discovered iLobby through online research, where they found numerous positive reviews and endorsements from leading manufacturers. This prompted them to reach out for more information and consider implementing iLobby's facility and visitor management solution to address their existing challenges and improve their facility's security and efficiency. iLobby's FacilityOS platform offered a portfolio of facility management modules, including VisitorOS.

THE JOURNEY

Choosing iLobby

The primary challenge Maple Lodge Farms wanted iLobby to resolve was the enhancement of security and efficiency within their visitor management process. They evaluated other similar products but ultimately selected iLobby due to their robust



technology, ease of use, and exceptional customer service provided throughout the entire process.

Throughout the purchasing journey, Maple Lodge Farms explored what solution would best address their immediate obstacles in addition to potential enhancements for future expansion, including the integration of their contractor insurance system and a more comprehensive package delivery system.

After an extensive vendor review process, Maple Lodge Farms implemented VisitorOS across three facilities, including their corporate headquarters, a distribution center, and a facility in Mississauga, Ontario. This broad adoption of iLobby's visitor management system highlights its flexibility in enhancing security and efficiency across a variety of sites within the organization.

KEY BENEFITS

As the time arrived to finalize a decision on selecting a visitor management system, Maple Lodge Farms found VisitorOS to be the only solution that met all their essential requirements. These included:

- **Simplicity of use**
- **Current offerings addressed immediate needs**
- **Potential for future feature additions**
- **Exceptional customer service provided by the iLobby team**

CHALLENGE #1

Streamlining Visitor Management

Before using iLobby's visitor management system, VisitorOS, Maple Lodge Farms faced challenges in effectively managing visitor check-ins and communication. With iLobby, they found an easy-to-use system for both their employees and visitors. The platform



eliminated the need for receptionists to manually contact employees when a visitor arrived, streamlining the process and saving time.

VisitorOS helped Maple Lodge Farms reduce paper waste by replacing color printed log sheets with digital records. The platform also streamlined the sign-in process, reducing the need for receptionist intervention. This allowed the receptionists to have more time for other important tasks, leading to a significant enhancement in their productivity and, in turn, contributing to the company's overall efficiency.

Additionally, the iLobby solution provided enhanced security measures for Maple Lodge Farms by including a photo, name, and company name on each visitor badge. The platform enabled authorized personnel to track the duration of each visitor's stay, further strengthening security.

Once Maple Lodge Farms adopted VisitorOS, the results were immediately apparent. Their visitors responded favorably to the system, while employees found it straightforward to retrieve visitor history and produce reports for auditing purposes.

CHALLENGE #2

Regulatory, Safety & Health Compliance

VisitorOS has proven invaluable for Maple Lodge Farms in meeting regulatory requirements by providing easy access to comprehensive visitor logs for audits. **The newly streamlined record-keeping process ensures that Maple Lodge Farms can readily demonstrate compliance with any necessary inspections or assessments.**

As part of the visitor sign-in process, Maple



Lodge Farms requires all visitors to read and agree to their visitor policies. With iLobby's platform, this step is seamlessly integrated into the sign-in flow, streamlining the process while educating visitors on the company's guidelines and ensuring adherence to vital regulations.

By incorporating these essential elements into the visitor sign-in process with a digital visitor management system, Maple Lodge Farms has successfully created a secure, efficient, and compliant environment for all who enter their facilities.

iLobby supported Maple Lodge Farms in enhancing health and safety procedures within their facilities, adapting and evolving with their business needs. Introducing touchless sign-in features allowed the company to maintain a safe and hygienic environment for both visitors and employees alike.



Getting a product that would satisfy all our requirements was a challenge, but working with iLobby and the product itself made the process painless.

– Aldo Fazzari,

Customer Relations Supervisor,
Maple Lodge Farms

THE SOLUTION

Benefits Realized

iLobby's visitor management system, VisitorOS, has successfully addressed several challenges that Maple Lodge Farms faced with their previous paper-based system.

The seamless transition to iLobby's platform resulted in no delays or complications during the implementation process. **The solution has garnered positive feedback from visitors and facilitated easier access to visitor history and reporting for audit purposes.**

Through the implementation of VisitorOS, Maple Lodge Farms achieved:

- Improved ease of use for both Maple Lodge Farms employees and visitors
- Elimination of the need for manual email notifications when a visitor arrives
- Enablement of a hands-free sign-in process
- Increased security
- Automated paperless file management
- Accurate and speedy reporting
- Increased visibility into visitors across multiple locations



Maple Lodge Farms has observed several positive changes since implementing VisitorOS, such as reduced paper waste from color printing, increased productivity for receptionists, and improved security measures through nametag photos that display company information.

CONCLUSION

When asked if they would recommend iLobby's solution to other organizations in their industry, Maple Lodge Farms responded, "Absolutely." The numerous benefits, including saving paper, toner, storage space, improving security measures, and more, make it an easy decision. With iLobby's visitor management system, companies can confidently enhance their security, efficiency, and regulatory compliance.



Facility & Visitor Management for Complex Enterprises

Deployed across more than 6,000 sites worldwide, iLobby powers complex work environments by optimizing and automating key facility processes to achieve regulatory compliance, enforce safety protocols, and drive site security requirements. The iLobby platform is supported by robust reporting, turnkey onboarding, and extensive configurability that ensures maximum impact in complex and regulated industries.

