



iLOBBY CASE STUDY: MENKES PROPERTY MANAGEMENT SERVICES

Rapid Deployment, Lasting Results:

Visitor Management in Real Estate Development & Operations

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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.**

BACKGROUND:

Security & Property Management

We sat down with Jason Larkin, Security Manager for the company's downtown office portfolio at Menkes Property Management Services Ltd., to discuss the evolution of the use of iLobby at multiple locations. **This interview explores why VisitorOS, iLobby's visitor management software, was needed at the time of onboarding, how it is used now, and what's to come for the Menkes and iLobby partnership in the near future.**

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



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 iLobby 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. **iLobby was an integral part of our Return to Work plan.**



– **Jason Larkin,**
Security Manager, Menkes



Menkes already wanted to implement a new visitor management system for its facilities. In the midst of a global pandemic, Menkes saw an opportunity to improve the tenant experience, helping them return to work quickly and safely. The company expanded its search, seeking a solution that could meet or exceed guidelines, such as communicating COVID protocols to entrants while maintaining a safe, efficient space.

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.



CHALLENGE #1:

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**



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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 iLobby visitor 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.**

As tenant engagement and positive interactions with guests are of the utmost importance, having the ability to do this

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

We sat down with Jason Larkin, Security Manager for the company's downtown office portfolio at Menkes Property Management Services Ltd., to discuss the evolution of the use of iLobby at multiple locations.



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.

Screening and tracking everyone from office workers to 3rd party vendors like dock workers, 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 kiosk prints off these disposable badges as soon as the guest signs or scans in.

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



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



CHALLENGE #2:

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.

iLobby's visitor management platform is a turnkey solution. The visitor management software (VMS) arrives bundled with the 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, iLobby 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.



The Difference Makers

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

CHALLENGE #3:

Automation of Property Management & Security Processes

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

In a post-pandemic world, Menkes continues to use iLobby 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.

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.

THE SOLUTION:

Why iLobby?

When choosing your VMS, there are plenty of options. But our clients feel that we are the best visitor management system. In a recent buyer experience report conducted by SoftwareReviews, **100% of iLobby users planned to renew their licenses, with 93% saying they love using VisitorOS.**



For Menkes, what set iLobby 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 iLobby apart, keeping the visitor management solution as an important tool in the Menkes belt, even as things begin to normalize.

With the aid of iLobby, 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 iLobby's VisitorOS solution is found in discovering cost-saving opportunities at an 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.

THE FUTURE:

What's Next for Menkes & iLobby?

Currently, iLobby 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 iLobby VisitorOS will continue to grow with Menkes' portfolio, with a possible expansion to tenant spaces in the future.**

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.

