

World Rugby

"First impressions last. Envoy looks professional, and ensures our office does, too."

RONAN DONAGHER

IT & Broadcast Technology Manager at World Rugby



Location
Dublin, Ireland



Branches using Envoy
1



Industry
Sports entertainment



Employees
120



Favorite feature
Visitor check-in, Badge Printing, Deliveries

World Rugby modernizes the sign-in experience with an intuitive visitor management system.

Based in Dublin, Ireland, World Rugby is the governing body for the sport of rugby. The company uses Envoy in their main office to welcome and track visitors.

While hosting the Rugby World Cup Sevens 2018 tournament at AT&T Park in San Francisco, Ronan Donagher, IT & Broadcast Technology Manager for World Rugby, noticed their office used Envoy to manage visitors.

At the time, World Rugby was looking to bring their sign-in experience and how they track visits into the 21st century. The team wanted an intuitive system that visitors and staff alike could navigate with ease, notes Ronan "The fact that it's so easy to set up and use is a huge plus." Happily, the search for the right technology to provide a professional and welcoming visitor experience ended with Envoy.

We loved how professional-looking and easy-to-use it was. We realized then that we needed Envoy in our own office.

Self-service visitor sign-in takes workplace experience to the next level

Running IT and assisting with the production of World Rugby's year-round program calendar is no small feat. Ronan travels frequently all over the world in support of the organization's matches and related events—necessitating a low-maintenance visitor management solution. To streamline the reception experience for their two-person reception team, Envoy enables time-saving, self-service login for all World Rugby visitors.

Security is another top priority. Available at a moment's notice, Envoy provides an up-to-the-minute, [comprehensive visitor list](#) of who's in the building for safety and security purposes. Accessible from anywhere, this means Ronan and the World Rugby facilities staff can manage the flow of visitor more efficiently and respond more quickly in the event of an emergency situation.

Sustainability meets functionality with paper-free visitor management

Before they used Envoy to manage visitors, Ronan recalls that tracking visitors created a substantial paper trail. "The process was completely manual and didn't reflect the modern, professional tone we were striving for."

As part of their efforts to create a seamless sign-in experience for visitors, World Rugby gives visitors the option to pre-register. This lets visitors add their information and sign their NDA before they arrive. This reduces sign-in time and shares valuable information to visitors on what to expect, such as transportation suggestions, where to enter the building, and other important day-of details.

Curating a great first visitor experience speaks to the inspirational leadership "on and off the field" that World Rugby actively cultivates. "There is such freedom and a culture of bringing new ideas to the World Rugby business," notes Ronan. Envoy powers the seamless, professional visitor sign-in experience the organization needs.

Challenges

- Hard to track, paper-based visitor sign in and delivery process
- Coordination of frequent outside vendor visits to office
- Running a business on a lean team

Results

- Streamlined digital visitor management system with self-service
- Professional, modern appearance
- A more sustainable, paperless sign in process