Compass

"Envoy helps us create a welcoming experience for our candidates and guests. The pre-registration feature helps us streamline the security process and minimize confusion."

—Jessica Lee, Recruiter

Compass is on a mission to disrupt real estate

Compass is a technology-driven real estate platform that makes the process of buying and selling a home more intelligent and seamless by developing tools and applications for agents and consumers. The company has welcomed thousands of guests through their global headquarters on Fifth Avenue in New York City.

Compass delivers best-in-class technology, services, and space. "Our brand is sleek, modern, and tech-driven, but natural at the same time," said Adam Edrington, Manager of Office Operations. With his five-person team, Edrington wants Compass's offices to reflect a smarter real estate experience—one that starts with Envoy before guests walk through the door.

Location
New York, NY

Visitors
6,000+

Industry
Technology

Employees
150

Favorite feature
Pre-registration

Reception is a customer-driven experience

Compass's NYC headquarters is the busiest office; approximately 180 employees and 300 agents are spread over seven floors and 90,000 square feet —the numbers are growing at an astounding rate on a monthly basis. Visitors include not just real estate agents and their clients, but also investors and interview candidates.

"We have a very hospitality-driven experience: we want to take your coat, offer you a drink, and give you an iPad with The New York Times while you wait," Edrington said. "Envoy's visitor registration system is part of that connection—it shows we're a forward-thinking company, especially when it comes to innovation in the real estate industry."

Before Envoy, the receptionist would have to notify employees via text, email, or company chat about visitors. Envoy's automatic notifications system has simplified the process and saved valuable time. Around 400 people interact with the HQ on a regular basis; there's a receptionist at the front, but Envoy keeps things moving if they're busy.

"The iPad is very self-explanatory. People know they can just check in and wait for their host to greet them," said Edrington.

Strangers at the front door makes pre-registration essential

The New York HQ often attracts uninvited outsiders who attempt to see the office or get connected to employees in the building—they shouldn't be allowed inside, but often pretend they're there for an interview. Recruiter Jessica Lee says this created a potential risk to employees and a barrier for real candidates—one they didn't need with up to seven in-person interviews a day at the HQ, and as many as 100 across all their offices.

Lee says that not knowing who needed to be there left security in the middle. Someone would show up and say they had an interview; security would check with Compass's front desk, who in turn had to connect with someone on the recruiting team to verify. "This was less than optimal—not the first impression we wanted to make on candidates," she said.

Compass now uses Envoy's pre-registration feature to streamline the security process and minimize confusion. "It takes less than 10 seconds to get someone pre-registered," Lee said.

When an interview candidate gets pre-registered, they're automatically sent an email which has been customized to fit Compass's needs, including information

like directions to the office and the WiFi password. When they arrive, security can check with reception, which then checks the list of pre-registered visitors. The online dashboard makes it easy for reception to see who to expect and when they should arrive. Finally, sign-in for pre-registered visitors when they get to reception is speedy; all the primary information populates automatically.

Challenges

Minimizing front desk congestion

Too much time spent notifying hosts

Removing confusion around security process

Results

iPad check-in reduces bottlenecks

Automatic notifications save valuable time

Pre-registration streamlines security process