

CUSTOMER STORY: THE HOUSING NETWORK

Creating safer, smarter visitor experiences with Joan

COMPANY PROFILE

Supporting vulnerable communities across the UK

For over a decade, The Housing Network has worked to combat homelessness and support vulnerable individuals across England and Scotland. Collaborating with local councils and the Ministry of Justice, they provide critical housing services and resources to help people rebuild their lives.

Goals:

- Replace manual visitor sign-ins with a digital, secure system.
- Ensure accurate, real-time visibility of who is in the building.
- Support health & safety protocols and GDPR compliance.
- Create a professional first impression for guests and contractors.
- Seamlessly integrate with their existing Joan room booking setup

THE CHALLENGE

A growing organization with outdated paper logbooks

As The Housing Network expanded, so did the flow of people through its headquarters - visitors, contractors, job applicants, and support staff. Yet their visitor management system was little more than a sign-in book on a desk.

"Some people would sign it, some wouldn't. We wouldn't necessarily know who was in the building," says Chloe Williams, Facilities Manager.

This wasn't just inefficient, it also posed a real safety risk. During emergencies, there was no reliable way to confirm who was still inside. And from a data privacy standpoint, handwritten logs weren't GDPR-compliant, exposing personal details to anyone who glanced at the page.

According to a 2023 report by PwC, 83% of organizations cite visitor tracking and workplace security as key priorities for hybrid and flexible offices, yet many still rely on outdated tools.





THE SOLUTION

A simple, secure welcome with Joan Visitor Management

Already familiar with Joan's impact on meeting room bookings, The Housing Network extended the platform to manage their front desk too.

Today, visitors are greeted by their sleek iPad with the Joan Visitor management interface at reception, branded with the company logo and backed by powerful functionality.

"Since Joan, we've been able to track who comes in, who goes out, what their name was, and who they were here to see."

Chloe Williams,
Facilities Manager, The Housing Network

Why Joan?

There are plenty of visitor management tools out there. But Joan stood out for one big reason: it didn't try to reinvent the front desk, it just make it smarter. The team was also seeking a scalable solution that could seamlessly expand with their growing operations.

The chosen solutions and devices:

- Joan Visitor management
- Joan Room booking
- Joan 6 and Joan 6 RE

THE RESULTS

A more secure, professional, and efficient workplace

- Improved emergency preparedness with real-time visitor reports.
- Stronger GDPR compliance with secure digital records.
- Enhanced visitor experience from the moment they enter.
- Reduced parking confusion with vehicle data linked to meeting rooms.
- Professional first impressions that reflect the organization's values

FROM JOAN

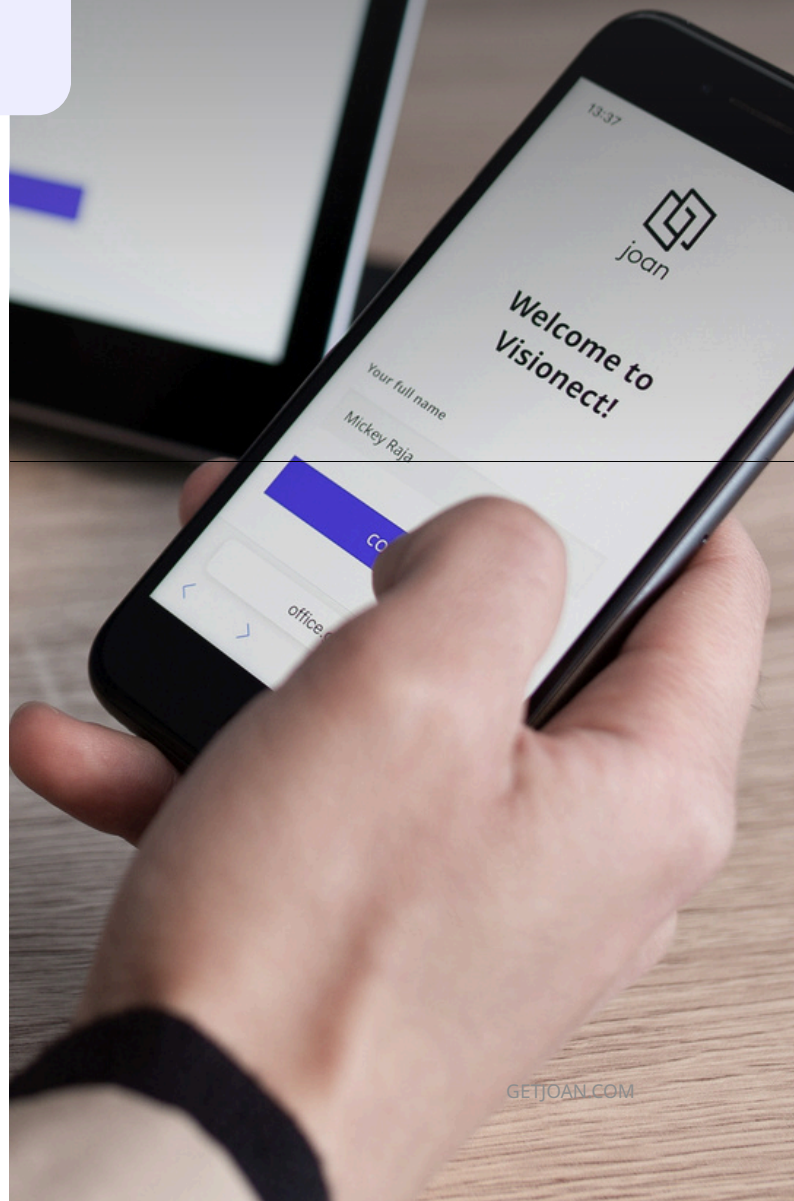
Building trust starts at the front door

The Housing Network's journey from paper sign-ins to a digital system highlights how simple changes can make a big difference.

They weren't just looking for new tech, they needed a way to keep people safe, protect privacy, and make visitor management easier for their team.

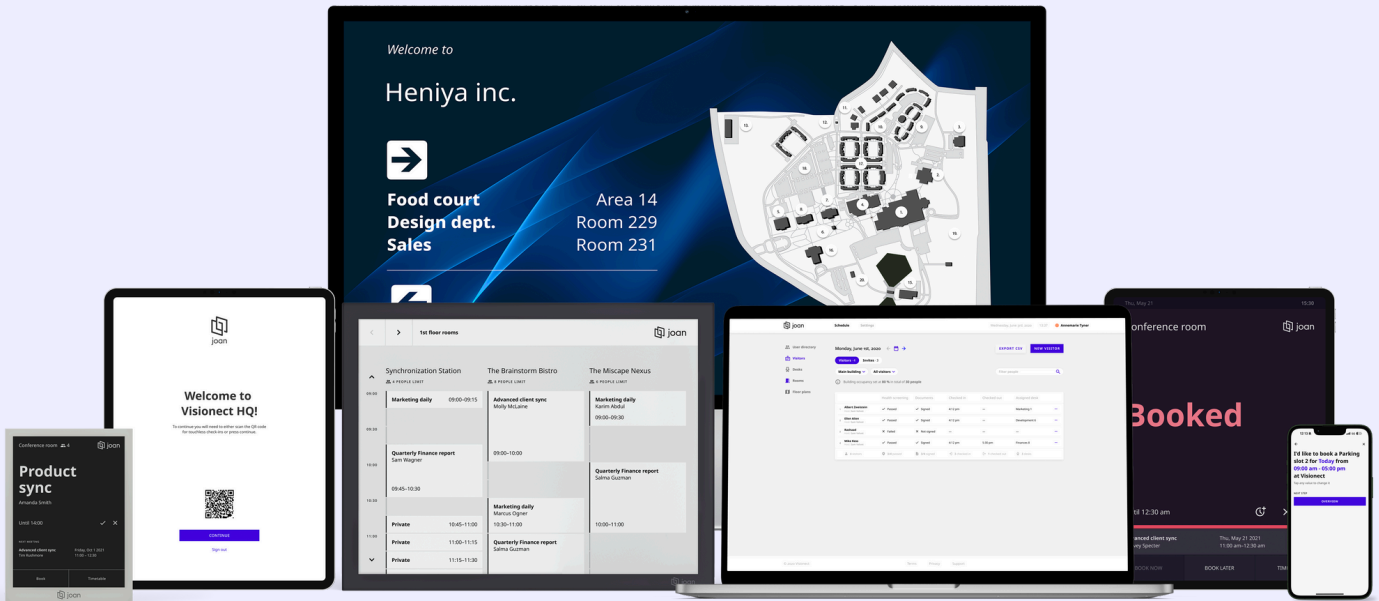
"It's about more than just tracking who's coming and going. It's about giving peace of mind, knowing the right information is there when it counts. We're proud to help The Housing Network focus on their important work, while we handle the front door."

Luka Birsa,
Co-founder and CTO,
Joan





Empowering smarter, safer workplaces worldwide.



ABOUT JOAN

Joan Workplace is an all-inclusive platform for workplace solutions, designed to simplify office reservations, optimize space, and streamline information flow. It includes solutions for booking meeting rooms, desks, and assets, visitor management, and workplace digital signage. A multiple-time design award winner and G2's #1 room booking software, Joan is trusted by numerous Fortune 500 companies.

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