PROJECT
SPOTLIGHT

Peaksware

Smart lockers offer tech-forward company friction-free convenience

At Peaksware, software development focuses on "helping people get better at the things they love to do." When it came time to build a new technology-forward building, the company knew it wanted a storage solution that strived for a similar goal – to help people work better!

THE PROBLEM

The new building was designed to create a communal, collective feel. That means open desks and lots of collaborative space. Peaksware looked to smart lockers to provide necessary storage while continuing to offer a cutting-edge, tech company aesthetic.

The company wanted to abandon its old traditional locker system with employees bringing in their own locks to claim a spot.

Nathan Johnson, Manager, IT, was on the committee working to design the new building from the ground up. The mission? *"At the time, we were trying to build a very tech-friendly, very user-friendly office experience,"* he said. *"For us that meant being able to tie in our access control system with the locker system."*

P² Talks

Watch Now
P2 Talks Smart Storage Lockers

"You couldn't really ask for much more in a customer journey. They did a wonderful job of not only installing the lockers but walking my IT team through how they are setup. So that, after the fact, we have a fundamental understanding of the system."

Nathon Johnson
Manager, IT, Peaksware

THE SOLUTION

Patterson Pope was one of the few locker companies providing a solution that easily integrated with Peaksware's building management software. Working with our storage solution experts from project inception, the Peaksware team benefited from our expertise in design and placement. An original idea to have about 150 lockers in one break area was refined to offer three different locker banks serving different groups of users.

All the lockers are connected to overall building access. So, users need only use one key fob to access the building or the lockers. *"Behind the scenes, it's seamless for our IT people to manage as well,"* Johnson said.

When the building first opened, Johnson said there was a bit of a scare. Thanks to the pandemic, usage of the lockers was well below expected. There was the question: *"Did we make the right choice?"*

But with employees now coming into the office two or three days a week, the lockers are well utilized. It's actually more effective this way, Johnson explained. *"We have a lot more people coming in and going out. So, this locker system has actually been a great benefit."*

Some employees have requested permanent lockers while others simply sign up for one locker for a 30-day period. *"It means lockers are always available to people who want to use them,"* Johnson said.

Full-time locker user Felicia Elenum, a Marketing Coordinator at Alfred Music (one of Peaksware's collection of brands) appreciates the convenience. *"It's really nice to be able to swipe a fob and not have to worry about keys or combinations or anything like that,"* she said. *"It makes it really easy for me to maneuver around the office without always having to have my backpack with me everywhere I go."*

It helps also that there's always the option of using her phone to get into the locker, Elenum said. *"The best thing is being able to leave things here and not having to worry about forgetting your keys. In the event I did, I can use my phone. You always have your phone."*

"The best thing is being able to leave things here and not having to worry about forgetting your keys. In the event I did, I can use my phone. You always have your phone."

Felicia Elenum
Marketing Coordinator, Alfred Music

THE OUTCOME

Peaksware team members are happy with the simplicity of the solution. They have found the lockers to be quite straightforward, flexible and easy to use.

On the IT side, Johnson and his team appreciate a "low friction" experience. Once a week, they manage the locker expirations, contact people about anything left behind and reset the lockers. Then, the job is mostly new user management and making sure everyone is in the system. When a weird use case does come up, Johnson said, Patterson Pope is right there to help.

"You couldn't really ask for much more in a customer journey," Johnson said. *"From design and installation through to support, Patterson Pope's experts have been a great help."*

He's also enthusiastic about the smart lockers' stability. *"I am really impressed with how stable the system is. We've had some power fluctuations and typically the smart lockers are usually the first things available and responding on our network again."*

One piece of advice Johnson shares with potential smart locker project planners is this.

"Let your staff use your lockers before you write your policies," he said. Peaksware wrote out this *"wonderful policy as armchair quarterbacks"* before giving employees access to the lockers. Then, they saw that usage didn't match what they'd written down. *"We had to flatten the policy rather than be granular."* As a result, Johnson suggests setting out rudimentary policies to keep the peace but then waiting 90 days before really enshrining smart locker procedures.

Currently, the company is piloting a fresh idea, touchscreen access to the gym lockers. They may also expand the mini touchscreens to the main banks of lockers to let the facilities team have improved access and take some of the administrative burden of dealing with expired lockers off the IT team's docket.

In the meantime, Johnson said, *"We're looking forward to getting the best out of the smart lockers."*
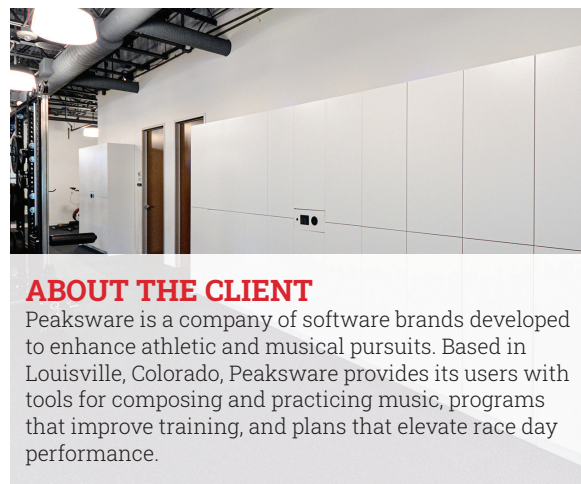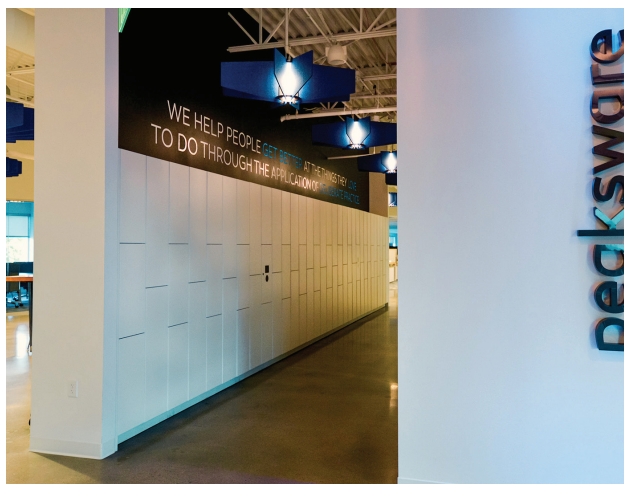
ABOUT THE CLIENT

Peaksware is a company of software brands developed to enhance athletic and musical pursuits. Based in Louisville, Colorado, Peaksware provides its users with tools for composing and practicing music, programs that improve training, and plans that elevate race day performance.

P²
patterson·pope
STUFF MADE SIMPLE.