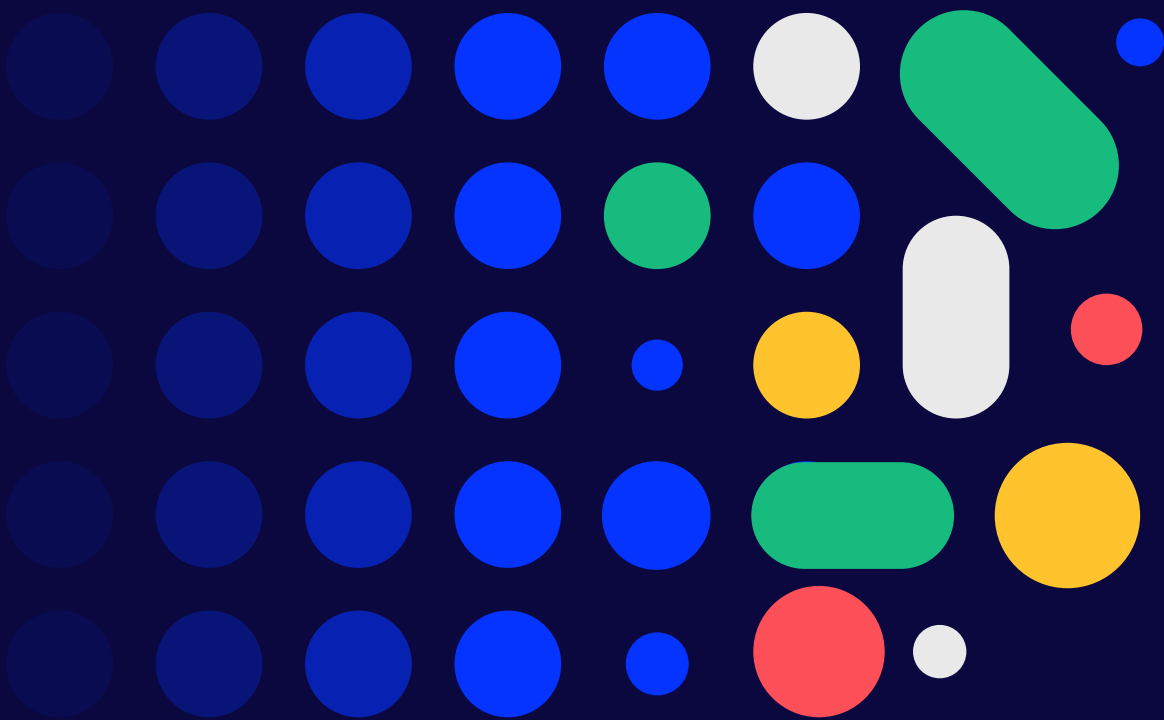White paper extract:

What is a smart locker system?
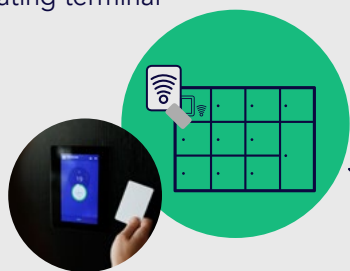
From fixed, to flex: How smart locker systems increase flexibility and support successful dynamic workplaces

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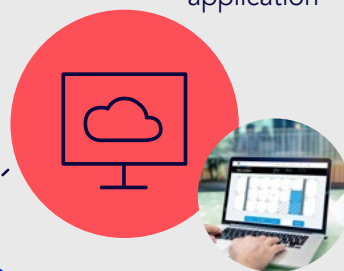WORKTECH ACADEMY

What is a smart locker system?

Smart locker systems are a combination of hardware and software, with a SaaS platform at the heart, where the locker management takes place. Organizations can use a smart locker system to manage, control and optimize their locker facilities with the goal to improve their employee experience whilst decreasing their total cost of ownership. With a smart locker system lockers work on a self-service basis which enables employees to work from anywhere in and across buildings. Any physical locker cabinet can become a managed smart locker through the integration of smart locker system hardware and software.

The components of a smart locker system

Smart locker connected to an operating terminal

Locker management application

VECOS

Electronic lock + locker = smart locker

Smart locker app

The hardware, usually in the form of an electronic lock, is connected to an operating terminal, which is then connected through the internet to a Software-as-a-Service (SaaS) platform. This software platform is the most critical component of a successful smart locker system, as this is where an organization defines the criteria under which lockers can be used, automates employee records, and integrates with all other IoT and IT systems. Leading smart locker platforms are designed to be multi-tenant, secure by design and instantly scalable.

The platform interface enables facilities management (FM) teams to manage lockers remotely, to set configurations and rules on how lockers can be used and to get real-time usage data and insights. FMs can save time by using the self-serving system to manage different user groups and configure occupancy from one central system. The smart usage configurations of a smart locker system ensure that employees always find an available locker when and where they need it, which is a fundamental element of achieving a successful dynamic workplace.

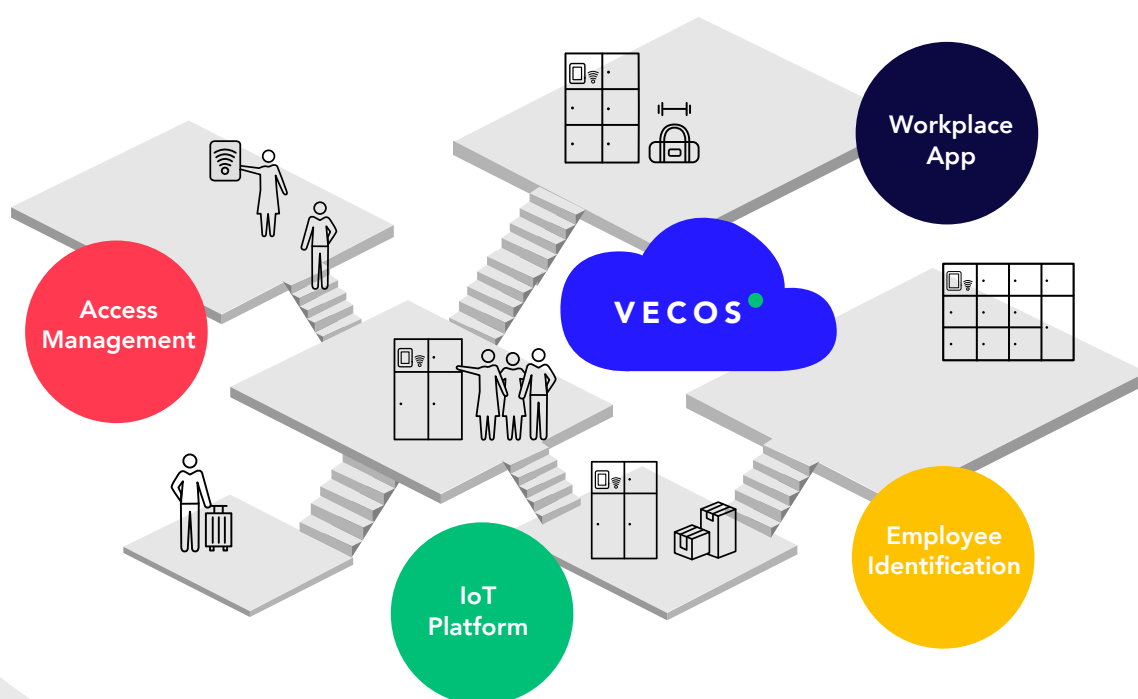## Integrated technology – part of the wider digital ecosystem

The SaaS platform is typically connected to a workplace app or any form of employee access badge, where the user can remotely book, open, release or share a locker. Smart locker systems are part of the wider digital ecosystem of a building – they need to be able to communicate with other digital systems in the building through IT systems. From a user perspective the experience should be seamless; the technology should work in the background and be integrated with other systems to provide one user interface for functions such as storage booking and access, wayfinding, and meeting room booking.
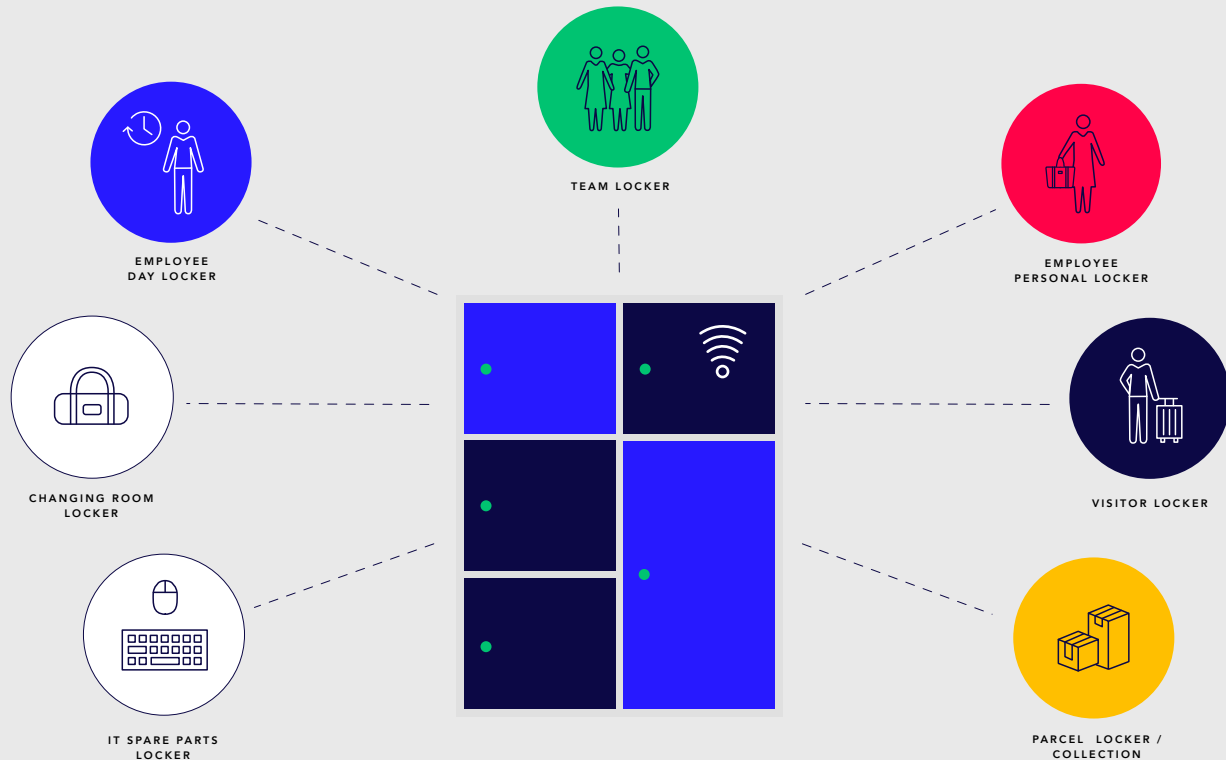
Empowers employees and facilities managers

Intelligent infrastructure such as smart locker systems not only empower employees to choose where they want to work and find and use convenient storage throughout the day, but they also provide rich insights and data to aid decision-making for facilities management and real estate teams.

An integrated IoT workplace ecosystem

One smart locker system, multiple uses

TEAM LOCKER

EMPLOYEE
DAY LOCKER

EMPLOYEE
PERSONAL LOCKER

CHANGING ROOM
LOCKER

VISITOR LOCKER

IT SPARE PARTS
LOCKER

PARCEL LOCKER /
COLLECTION

Storage does not only apply to personal lockers, in agile and dynamic environments there are multiple use cases for storage. For example, team storage units might be available in huddle spaces and collaboration areas for teams to collectively store their belongings and project materials. Smart visitor storage, changing room storage and parcel storage are also becoming increasingly more popular in the workplace.
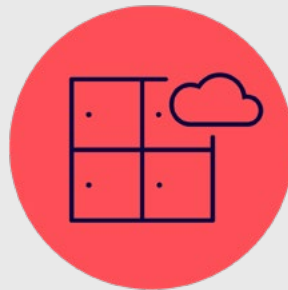
Parcel storage is particularly interesting in dynamic environments as smart self-serving systems can identify where an individual is working and leave the package in a nearby locker for them to collect. In this context, the more effective and tailored the storage offer becomes in a workplace, the more complex the locker management process becomes, and the more a smart system is needed.

Help them feel at home on every floor

Flexible storage. Dynamic usage. Less floorspace.

Limitless number of users

Reduced number of lockers

One smart locker system

Request a consultation with a dynamic workplace expert at **vecos.com**

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