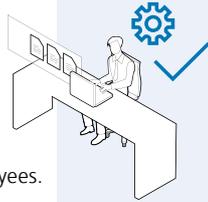


LEADING FINANCIAL SERVICE PROVIDER DRIVES EFFICIENCY BY PUTTING STAFF FIRST

Spend less time worrying about deliveries with SPS Smart Lockers

Challenge	Solution	Benefit
<h2>Balance</h2> <p>People First This company wanted to continue offering personal deliveries without occupying the valuable time of mailroom staff and employees.</p> 	<p>Efficient Service SPS positioned Smart Lockers onsite, providing an intuitive and user-friendly solution to package collection.</p>	<p>100% Empowering Employees Two months after going live, 100% of packages in Smart Lockers were successfully collected.</p> 

This company only began a relationship with Swiss Post Solutions (SPS) in December 2018 through CBRE, and it has already proved productive. With its previous mailroom incumbent the company simply maintained the status quo, but with SPS, opportunity came knocking. After recently moving to a more modern facility the company wanted to embrace digital transformation. SPS had the tools to drive its push for innovation.

Challenge

Image is everything in today's connected world, including the business environment. Trendy start-ups are the new norm, driving progress through digital innovation and shrugging off traditional workplace processes. It is important for established companies that they recognise when change is coming, and despite being founded almost a century ago, this financial service company has done just that.

The company prides itself on its people-focused culture, looking to foster a comfortable environment for staff to work in. An important aspect to this is allowing personal deliveries. It can be difficult to balance a full-time office job with collecting deliveries, so the company wanted to eliminate that challenge.

However, with deliveries regularly arriving into the mailroom staff are forced to interrupt their work day to collect their packages. If not, the mailroom team are forced to drop off items by hand.

Efficiency was suffering and the mailroom was cluttered, but the company wanted to maintain the freedom of its staff and continue its personal package policy. How could it find a balance between the two?

Solution

The financial service provider considered several innovative locker solutions to resolve their challenges, including Amazon lockers as an off-the-peg option. However, the company soon learned that SPS could use its knowledge of the company's location to build a bespoke solution, cementing SPS as the outstanding choice.

Building on the iTrak technology already in place, SPS built a bank of 93 Smart Lockers, onsite at one of the company's major offices. iTrak automatically notifies the package recipient of the locker number and delivers a PIN code via email. Collection can then be made at the employee's convenience, 24 hours a day and seven days a week.

The implementation was made rapidly by SPS, with only 6 weeks between the order and install dates. Despite some initial challenges establishing internet connectivity, SPS maintained direct contact with the company and its suppliers until the solution was up and running. SPS still sustains its regular communication and has developed a strong relationship with the company.

The usage of Smart Lockers has increased rapidly, with 688 items placed into lockers in the last month - only the second month since going live. The SPS Smart Lockers have achieved a 100 percent delivery rate across the same period, with all 688 items collected within 6 hours on average."

Smart Lockers have caught on quickly, with feedback almost unanimously positive. Users have reported that the lockers are highly intuitive and user-friendly, with many of the company's other locations already looking to implement the same solution.

Benefits

Since implementing Smart Lockers, the financial service provider has seen the boost in efficiency it was looking for, without compromising worker freedom. The usage of Smart Lockers has increased rapidly, with 688 items placed into lockers in the last month - only the second month since going live. The SPS Smart Lockers have achieved a 100 percent delivery rate across the same time period, with all 688 items collected within 6 hours on average.

Employees are now sure their package will be secure during the working day, and will be there to collect as they leave. The company estimates that assuring workers about the safety of their deliveries has freed up an extra three and a half hours per week on average. By spending less time wondering where their parcel is, employees can now happily deliver maximum value without unwanted interruption.

Smart Lockers have been the first step to addressing the company's new digital image, as well as supporting its focus on a progressive working environment. Smart Lockers have proved so successful that not only is the company looking to expand the solution across the UK, but other clients managed through CBRE have expressed interest in fitting their own equivalents.

It is clear to these other interested parties, as well as this financial service provider, that digital solutions are vital to developing a people-focused environment. With user-friendly digital processes, businesses can begin to put staff at the forefront of their strategy, and this company is well-placed to lead the charge for employee satisfaction.

About the Client

This financial service company operates across the finance and property markets, spanning numerous countries and continents.



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FINANCE

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www.swisspostsolutions.com/en/knowledge-center