



Intelligent Lockers - Optimising Employee Experience for Multinational Insurance Company

Learn how Intelligent Lockers helped a multinational insurance company looking to revolutionise office space and security.

Challenge

When a large multinational insurance corporation moved its global headquarters to a state-of-the-art facility in downtown Chicago, it sought to revolutionise office security by prohibiting personal items such as outerwear, handbags, briefcases, and personal devices on the premises. This decision necessitated the provision of storage facilities for the 1,700 employees based in Chicago during working hours. Conventional lockers were deemed unsuitable due to their unattractive appearance, cost inefficiency, and impracticality. Consequently, the company aimed to introduce a self-service, automated, and traceable storage system for its employees.

XBP Europe offered solution

To resolve this issue, the corporation opted for XBP Europe Intelligent Lockers, an automated and unstaffed delivery and storage solution provided by XBP Europe. This solution ensures smart, secure, and end-to-end chain-of-custody without requiring the employment of additional personnel. Each Intelligent Locker is an automated and self-serviced storage unit that utilises electronic PIN, RFID badge, or mobile application to lock and unlock, producing an auditable record with each transaction.

Intelligent Lockers are customizable to cater to individual requirements, and the corporation collaborated with XBP Europe to design custom-configured lockers that would suit the needs of its 1,700 Chicago-based employees. Each employee was assigned a locker of appropriate size and provided with the option to create a personal access PIN, which could be used to unlock the locker by entering it on the touchscreen console. XBP Europe also incorporated RFID readers along the perimeter of locker banks, allowing employees to link their PIN to their RFID badge for easy access by simply waving their badge. By providing two convenient methods of unlocking lockers, XBP Europe streamlined the process and minimised potential delays.

Customer benefits with Intelligent Lockers

The corporation was pleased with Intelligent Lockers as it allowed them to enhance on-premises security by implementing restrictions on personal items in their offices. Simultaneously, the employee experience was improved with the availability of convenient, user-friendly, private, and secure storage. Employees expressed a high level of contentment with the process of storing and accessing personal items, and they were confident in the security measures in place to protect their stored items.

- + The storage of personal items features a modern and sleek aesthetic appeal.

- + No extra personnel are necessary, and accessing stored items is quick, easy, and streamlined, even during busy periods.

- + Misplaced keys and forgotten combinations are no longer a concern.

- + Tracking of open/close transactions provides analyzable data for gaining insights and making improvements.

About

XBP Europe offers innovative solutions for customers to streamline complex bills and payments processes. We help enterprises, SMBs and public sector organisations globally to rethink transactions, digitisation, operations, communications and remote working. Get in touch today.