

CO-OP LIVE A HIGH-VOLUME SELF-SERVICE SUCCESS STORY

How a 368-door smart-locker service converted fan convenience into measurable venue revenue.



HIGH-VOLUME DEMAND. ONE MEASURABLE SERVICE.

A scalable self-service locker operation delivering demonstrable customer adoption, operational consistency and commercial value.



STRONG CUSTOMER ADOPTION

The service supported sustained usage across a busy live-event environment.



ATTRIBUTABLE COMMERCIAL VALUE

Digital transactions created a clear and measurable revenue stream for the venue.



CONSISTENT THROUGHPUT

The service handled recurring demand over 5,000 transactions in the first months, across multiple events.



REPEATABLE REVENUE

Self-service transactions created ongoing commercial value.



DIGITAL CUSTOMER JOURNEY

Guests could book, pay and access storage without joining a staffed cloakroom queue.



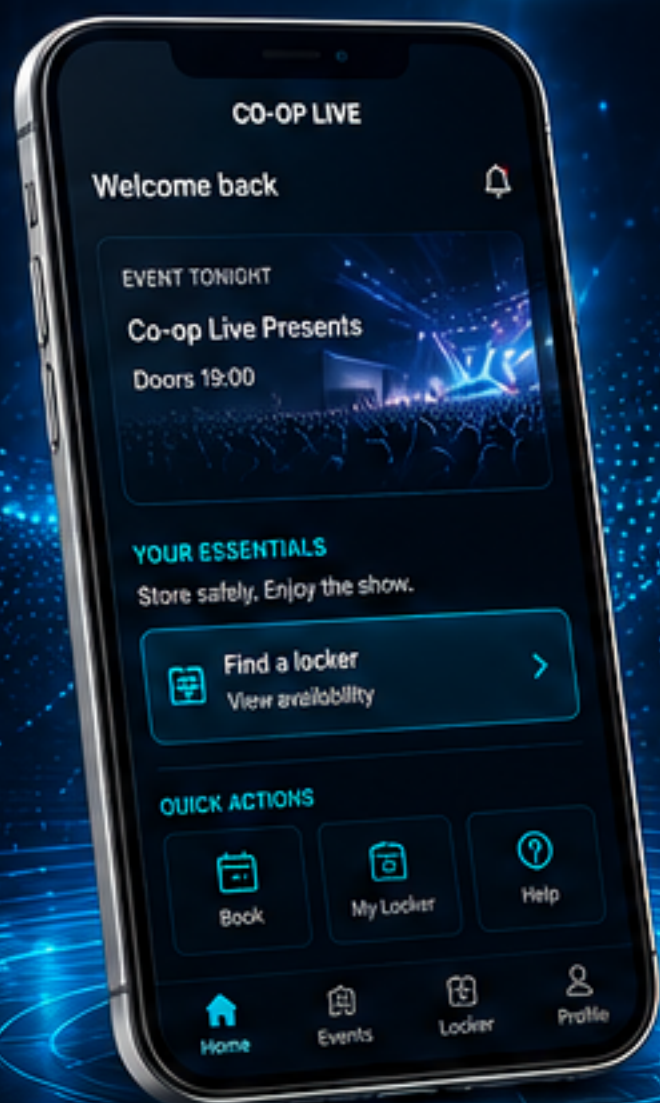
SCALABLE CAPACITY

The locker estate provided a structured storage service for a high-footfall venue.



THE PERFORMANCE STORY

High customer adoption → repeatable self-service throughput → measurable venue value



ONE CONSISTENT DIGITAL JOURNEY

Customers can find, book, pay for and access a locker through the Co-op Live digital experience before arrival or during an event.



DIGITAL BOOKING

Plan, reserve and pay for storage through the Co-op Live app.



SELF-SERVICE ACCESS

Use a digital credential to open your locker quickly and securely.

WHAT SELF-SERVICE CHANGES



BOOK ANYTIME

Guests can reserve storage before arrival or during their visit.



NO ATTENDANT WAIT

Customers deposit and retrieve belongings without relying on a staffed counter.



DIGITAL CREDENTIALS

Digital access replaces physical keys and paper cloakroom tickets.



DIRECT INSTRUCTIONS

Customers receive clear access instructions and remain in control of their locker.



LIVE AVAILABILITY

Automated availability helps reduce enquiries and distribute demand across the locker estate.



AVAILABLE THROUGHOUT

The service can remain available during an event without a continuously staffed desk.



THE OUTCOME

Faster customer access → fewer service-counter queues → lower staff dependency

FROM STAFFED CLOAKROOM TO **AUTOMATED JOURNEY**

Smart lockers reduce repetitive handling and allow venue teams to focus on guest support, safety and exceptional situations.

High customer usage demonstrates the value of a repeatable self-service storage model.



THE MANUAL WORK REMOVED



01 LESS ITEM HANDLING

Reduces staff involvement in acceptance, labelling, storage and retrieval.



02 NO PAPER OR CASH PROCESS

Removes paper tickets, physical keys, cash handling and manual transaction records.



03 LOWER PEAK PRESSURE

Helps reduce collection queues and staffing pressure around event entry and exit periods.



04 TEAMS FOCUS ON EXCEPTIONS

Releases staff to support guests, address safety needs and manage unusual situations.



05 PREDICTABLE OPERATIONS

Creates a consistent operating model that can be applied across different events and demand levels.



06 AUTOMATED REPORTING

Generates transaction, availability and operational information without manual reconciliation.



EVIDENCE BOUNDARY

The deployment demonstrates substantial automated throughput.

CONTROLLED ACCESS. AUDITABLE HANDOVER.

Smart lockers replace temporary storage and informal cloakroom handovers with a defined digital chain of custody.



01
BOOK

A storage transaction is created.



02
CREDENTIAL

The authorised user receives a digital access method.



03
ACCESS

The assigned compartment is opened securely.



04
COLLECT

Collection activity is recorded.



THE SECURITY CONTROLS CREATED



01

LOCKER + IDENTITY LINK

Each transaction connects a specific locker to an authorised user credential.



02

AUTHORISED ACCESS ONLY

Only the permitted customer can open the assigned compartment.



03

COMPLETE ACTIVITY RECORD

Booking, access and collection events create an auditable operational history.



04

CENTRAL STATUS VISIBILITY

Venue teams can see occupied, available and active compartments from one system.



05

EVIDENCE FOR INVESTIGATION

Digital records can support investigations into disputes, missing belongings or abandoned items.



06

MANAGED BAG STORAGE

Secure storage keeps belongings within a controlled location rather than around the venue.



THE SECURITY OUTCOME

Fewer informal handovers → stronger access control → better evidence when an incident requires investigation

The controlled process reduces reliance on handwritten labels, duplicate tickets and staff memory.

THREE EFFICIENCIES. ONE SCALABLE VENUE SERVICE.

Co-op Live connects the customer journey, physical locker infrastructure and digital activity records within one measurable operating model.



THE APP
Self-service made simple.



THE LOCKER
Secure and reliable physical storage.



THE AUDIT TRAIL
Digital activity records that support operational visibility.

THE OPERATING MODEL

01



LESS MANUAL HANDLING

Automated booking, access and reporting reduce repetitive cloakroom administration.

02



FASTER SELF-SERVICE

Customers can reserve, pay for, access and collect belongings without waiting for staff assistance.

03



STRONGER ACCESS CONTROL

Digital credentials and recorded activity create a more controlled chain of custody.



CUSTOMER OUTCOME
A more convenient fan experience.



OPERATIONAL OUTCOME
Reduced operational pressure + scalable venue delivery
+ attributable commercial value

Less manual handling → faster self-service → stronger access control

CONCLUSION

BEST PRACTICE IN ACTION.

Co-op Live has adopted a number of the Top 24 Smart Locker Tips with enthusiasm, helping turn smart lockers into a revenue-generating, labour-saving and security-strengthening venue service.



WHAT THE VIDEOS SHOW

01



BOOKING IN THE TICKET JOURNEY

Locker booking became part of the wider ticket-purchase experience, helping customers discover storage earlier and making uptake more natural.

02



A SIMPLE BOOK-TO-PAY JOURNEY

The purchase flow from book to pay was kept clear and low-friction, making self-service storage easier to adopt.

03



LOCKERS IN PREMIUM SERVICES

Co-op Live is now embedding lockers into premium services, extending convenience for guests and creating more commercial value.



SIGNIFICANT REVENUE

Smart lockers contributed meaningful commercial returns.



STAFF TIME SAVED

Automation reduced repetitive cloakroom work and eased operational pressure.



IMPROVED CHAIN OF CUSTODY

Digital credentials and activity records strengthened control and auditability.



THE CONCLUSION

Best-practice adoption → easier purchase journey → stronger uptake → greater venue value

The videos show how thoughtful design and operational alignment help smart lockers deliver convenience, efficiency and control.

WATCH THE CO-OP LIVE VIDEO HERE

Discover how smart lockers deliver self-service convenience, operational efficiency and measurable venue value.



WATCH NOW



CO-OP LIVE SMART LOCKERS
A HIGH-VOLUME SELF-SERVICE SUCCESS STORY



Real customer story



Live locker in action



Operational results

1



EMBRACED THE JOURNEY

Making the locker booking part of the ticket purchase experience.

2



KEPT IT SIMPLE

A quick and easy journey from book to pay.

3



EMBEDDING IN PREMIUM

Smart lockers now part of Co-op Live's premium services.

