

MARS

Mars IT Asset Lockers

Case Study

Smart lockers. Smarter operations.
Stronger workplaces.



SECURE
ACCESS



SELF-SERVICE
24/7



OPERATIONAL
EFFICIENCY



GLOBAL
SCALE



COMPLETE
VISIBILITY

James Brooksby
IT Infrastructure Mars



MARS

GLOBAL WORKPLACE LOCKER DEPLOYMENT

Mars deployed digital smart lockers across multiple international sites to improve workplace storage and IT asset management.



9
COUNTRIES

Global reach across key regions



15
SITES

Strategically deployed across our global estate



27
LOCKER WALLS

Purpose-built digital locker solutions



874
DOORS

Secure storage for people and IT assets

EVOLVING TO MEET WORKPLACE NEEDS

PHASE 1

Initial focus on employee storage

- Personal belongings
- Luggage
- Mobile devices

Secure, convenient storage for a better workplace experience.

PHASE 2

Evolved focus on IT & hybrid working

- IT asset storage
- Hybrid working support
- Equipment distribution

Enabling IT operations and flexible working in a changing world.



DELIVERING VALUE

- Secure storage for people and IT assets
- Supporting hybrid and flexible working
- Enhanced employee experience
- Optimised IT operations and asset management
- Consistent service across global sites

USA	UK	FRANCE	BELGIUM	TURKEY	AUSTRIA	POLAND	NETHERLANDS	SPAIN
								
128 DOORS 23,500+ TRANSACTIONS	156 DOORS 31,200+ TRANSACTIONS	124 DOORS 27,800+ TRANSACTIONS	48 DOORS 9,600+ TRANSACTIONS	60 DOORS 11,300+ TRANSACTIONS	52 DOORS 8,700+ TRANSACTIONS	72 DOORS 12,900+ TRANSACTIONS	132 DOORS 24,100+ TRANSACTIONS	70 DOORS 10,800+ TRANSACTIONS



SMART LOCKERS. SMARTER WORKPLACES. STRONGER TOGETHER.
A global programme delivering security, flexibility and value – today and for the future.



Reliable and secure



Scalable solution



Built for our people



One global standard, local impact



MARS

BUSINESS CHALLENGES BEFORE DEPLOYMENT



- 1 RETRIEVING IT EQUIPMENT**
from associates at sites without resident IT staff.



- 2 MANAGING EMERGENCY DEVICE REPLACEMENTS**
quickly.



- 3 MAINTAINING A SECURE CHAIN OF CUSTODY**
for valuable assets.



- 4 PREVENTING INAPPROPRIATE LOCKER USAGE,**
such as storing food or personal items in IT-designated lockers.



- 5 DELIVERING A CONSISTENT EMPLOYEE EXPERIENCE**
across multiple countries.



Before Deployment:

Mars faced several operational challenges that impacted IT efficiency, security and employee experience.

SOLUTION

MARS DIGITAL LOCKER SOLUTION

Mars implemented cloud-connected digital lockers that can be accessed via a mobile app or on-locker touchscreen interface. Locker permissions can be configured for different user groups, ensuring employees, contractors and guests receive appropriate levels of access.

THE SYSTEM PROVIDES:



SECURE SELF-SERVICE COLLECTION AND RETURNS

Employees can securely collect and return items 24/7.



FLEXIBLE LOCKER ALLOCATION

Lockers can be configured and assigned based on roles, assets or business needs.



COMPLETE DIGITAL AUDIT TRAILS

Every transaction is recorded, creating a full chain of custody.



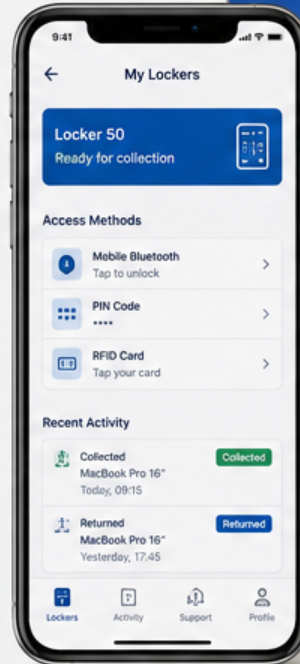
REMOTE ADMINISTRATION AND POLICY MANAGEMENT

Manage lockers, users and policies centrally from anywhere.



MULTIPLE AUTHENTICATION METHODS

Mobile app, PIN, RFID, SSO and more for a seamless user experience.



BUILT FOR A MODERN WORKPLACE



- ✓ Supports IT asset management and employee needs
- ✓ Scalable across sites and countries
- ✓ Secure, reliable and easy to use
- ✓ Drives efficiency and consistency across the organization



SMART. SECURE. CONNECTED.
Enabling better employee experiences and stronger asset management.



Cloud Connected
Platform



Enterprise
Security



Global
Scalability



Future
Ready

THE LOCKERS ARE NOW USED TO:



PROVIDE EMERGENCY REPLACEMENT

laptops and devices.



ENABLE EMPLOYEES TO RETURN END-OF-LIFE

equipment securely.



DISTRIBUTE AND RECOVER IT ACCESSORIES

and peripherals.



SUPPORT CONTRACTORS AND VISITORS

with controlled locker access.



REDUCE DEPENDENCE ON LOCAL IT TEAMS

being physically present.



OUTCOMES

The deployment has delivered measurable operational improvements:



Faster emergency laptop replacement without requiring on-site IT staff.



Simplified return of end-of-life devices.



Reduced operational costs associated with urgent device shipping and manual handovers.



Improved employee experience through 24/7 self-service access.



Greater visibility and accountability through comprehensive audit trails.



A scalable global deployment model that can be adapted to each site's operational requirements.



DELIVERING VALUE ACROSS MARS' GLOBAL WORKPLACE



FASTER RESPONSE

Emergency devices available in minutes



LOWER COSTS

Reduced shipping and manual interventions



BETTER EXPERIENCE

24/7 secure access for employees worldwide



GREATER VISIBILITY

End-to-end audit trails and reporting



GLOBAL SCALE

Consistent, adaptable model across multiple countries

KEY PERSONAS

Our digital smart locker solution is designed to support the people who keep Mars moving.



IT OPERATIONS MANAGERS

-  Ensure secure, controlled access to IT assets
-  Reduce operational costs and risk
-  Gain visibility with automated audit trails
-  Manage remotely with centralised policies



END USER COMPUTING (EUC) TEAMS

-  Rapidly deploy and replace devices
-  Simplify end-of-life returns
-  Support hybrid work seamlessly
-  Maintain productivity across locations



WORKPLACE & FACILITIES MANAGERS

-  Optimise space and workplace services
-  Ensure appropriate locker usage
-  Improve employee experience
-  Maintain consistent standards across sites



ASSOCIATES (EMPLOYEES)

-  24/7 self-service access to what they need
-  Fast, convenient device pick-up and returns
-  Secure storage for personal belongings
-  A simple, consistent experience everywhere



CONTRACTORS AND VISITORS

-  Controlled, time-based access
-  Secure collection of equipment
-  Clear instructions and accountability
-  Consistent experience across locations



GLOBAL WORKPLACE TECHNOLOGY LEADERS

-  Drive global standards and scalability
-  Leverage data for better decision making
-  Ensure security, compliance and governance
-  Enable future-ready workplace services



ONE SOLUTION. MANY PEOPLE. GREATER IMPACT.

Empowering every persona across Mars to work smarter, move faster and deliver exceptional experiences worldwide.

STRATEGIC VALUE

Smart Lockers. Smarter Workplace.

The programme demonstrates how digital smart lockers can evolve from simple personal storage into critical workplace infrastructure.

By combining secure self-service access, automated asset tracking and centralised management, Mars has created a scalable operating model that:



IMPROVES EMPLOYEE EXPERIENCE

Convenient, secure self-service access 24/7 for a seamless employee and contractor experience.



REDUCES IT SUPPORT COSTS

Automates processes and reduces manual handling, saving time and lowering operational costs.



ENHANCES SECURITY & ACCOUNTABILITY

Complete audit trails and chain of custody provide visibility, compliance and protection for valuable assets.



STANDARDISES WORKPLACE SERVICES

Delivers a consistent, policy-driven experience across multiple countries and business units.



BUILDS A SCALABLE GLOBAL OPERATING MODEL

Flexible, cloud-connected platform supports future growth, new use cases and evolving workplace needs.



A SMART INVESTMENT WITH LASTING IMPACT



DEPLOYED GLOBALLY
Across multiple sites and countries



**SUPPORTS MULTIPLE
USE CASES**
From personal storage to IT asset management



**SECURE. RELIABLE.
FUTURE-READY.**
Built on a cloud platform with enterprise-grade security



**DELIVERING VALUE
TODAY AND TOMORROW**
Driving efficiency, consistency and employee satisfaction



Smart Lockers. Stronger Workplace. Scalable for the Future.

