



CASE STUDY

OSTELLO BELLO SMART LOCKERS

TRANSFORMING LUGGAGE STORAGE
INTO AUTOMATED, REVENUE-GENERATING
GUEST SERVICE.



84

SMART LOCKER
DOORS



1,700+

CUSTOMER
TRANSACTIONS



€18,000

REVENUE
GENERATED



24/7

SELF-SERVICE
COLLECTION



SELF-SERVICE
LUGGAGE STORAGE
STORE. GO. ENJOY.



REDUCED
RECEPTION
WORKLOAD



FASTED
GUEST EXPERIENCE



IMPROVED
LUGGAGE SECURITY



NEW REVENUE
STREAM



Ostello Bello

SMART LOCKER CASE STUDY

EXECUTIVE SUMMARY

Ostello Bello implemented a **84-door smart** luggage locker solution to automate guest luggage storage and create a new self-service revenue stream.



RESULTS ACHIEVED IN THE FIRST 8 WEEKS:



84

SMART LOCKER
DOORS



1,700+

CUSTOMER
TRANSACTIONS



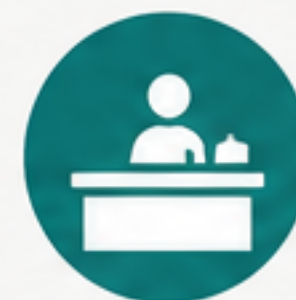
€18,000

REVENUE
GENERATED



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SELF-SERVICE
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REDUCED
RECEPTION
WORKLOAD



FASTER GUEST
CHECK-IN & CHECK-OUT
EXPERIENCE



IMPROVED AUDIT
TRAIL & LUGGAGE
SECURITY



The deployment demonstrates how smart luggage lockers can **transform luggage storage** from a manual operational task into an automated, **revenue-generating** guest service.

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SMART LOCKER CASE STUDY

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SMART STORAGE. HAPPY GUESTS.

COMMERCIAL PERFORMANCE

Metric	Result
 Smart locker doors	84
 Trading period	8 Weeks
 Customer transactions	1,700+
 Revenue generated	€18,000
 Average revenue per transaction	≈ €10.60
 Revenue per locker (8 weeks)	≈ €214
 Revenue per locker per week	≈ €26.80
 Transactions per locker	≈ 20



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TRANSFORMING LUGGAGE STORAGE INTO AN AUTOMATED,
SELF-SERVICE, REVENUE-GENERATING GUEST SERVICE.



OPERATIONAL EFFICIENCY IMPROVEMENTS

SMART LOCKERS. SMARTER OPERATIONS. HAPPIER GUESTS.

OPERATIONAL KPI	TYPICAL IMPROVEMENT
 Guest collection time	<30 seconds
 Reception involvement	↓ 50–80%
 Guest waiting time	↓ 70–95%
 Manual luggage handling	↓ 60–90%
 Lost luggage incidents	↓ 70–95%
 Queue lengths	↓ 40–70%
 Digital audit trail	100%
 Service availability	24/7



Improved efficiency. Lower workload. Better guest experience. **Stronger business outcomes.**

WHY IT WORKS

Smart lockers automate every step of the luggage storage process, creating a faster, safer, and more efficient guest experience.

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SMART STORAGE. HAPPY GUESTS.



OLD MANUAL METHOD

Staff Dependent • Time Consuming • Error Prone

VS



SELF-SERVICE METHOD

Automated • Fast • Secure • 24/7



Staff physically receives luggage from the guest.

1 RECEIVE LUGGAGE



Guest selects locker and deposits luggage independently.



Staff attaches a tag to each bag.

2 TAG BAGS



Locker system assigns a digital ID automatically.

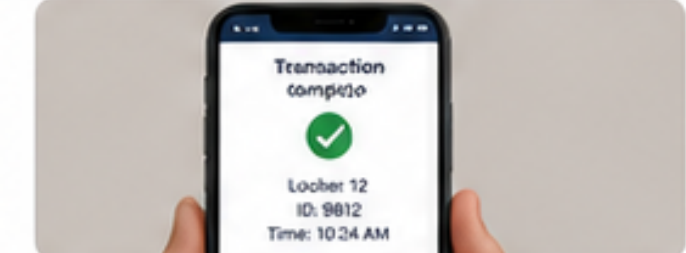


Staff records guest details and bag information manually.

3 RECORD OWNERSHIP



Ownership is recorded digitally with time, date and locker ID.



Staff stores luggage in a back room or storage area.

4 STORE LUGGAGE



Luggage is stored securely in a smart locker.



Staff retrieves the luggage when the guest returns.

5 RETRIEVE LUGGAGE



Guest opens locker using PIN/QR code and collects luggage.

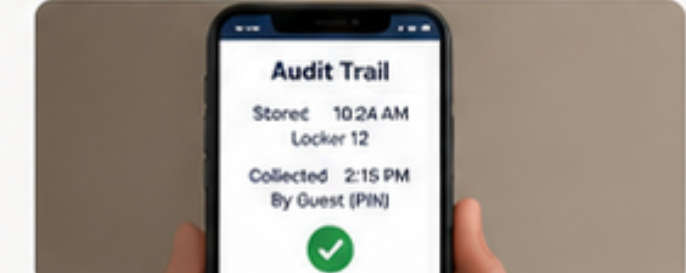


Staff verifies the tag and guest details before returning the luggage.

6 VERIFY COLLECTION



Locker access is verified automatically. Full digital audit trail captured.



SMART LOCKERS **AUTOMATE** EVERY STEP, REDUCING WORKLOAD AND IMPROVING **SECURITY**, WHILE DELIVERING A **BETTER GUEST EXPERIENCE**.



FASTER SERVICE



LOWER WORKLOAD



GREATER SECURITY



NEW REVENUE OPPORTUNITY



24/7 SELF-SERVICE AVAILABILITY

OSTELLO BELLO SMART LOCKER CASE STUDY

KEY TAKEAWAY

In just **8 weeks**, an **84-door** smart locker installation generated:



1,700+
TRANSACTIONS



€18,000
IN REVENUE



SIGNIFICANT REDUCTIONS
IN RECEPTION WORKLOAD



A FASTER, MORE CONVENIENT
GUEST EXPERIENCE



A SCALABLE SELF-SERVICE SOLUTION
THAT SUPPORTS BOTH **OPERATIONAL**
EFFICIENCY AND **COMMERCIAL GROWTH.**



IMAGES SHOW OSTELLO BELLO HOSTEL LOCATIONS IN MILAN
WHERE SELF-SERVICE LUGGAGE STORAGE IS OFFERED.

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SMART STORAGE.
HAPPY GUESTS.