



Enabling Flexible, Hybrid Workplaces with Smart Locker Technology



EXECUTIVE SUMMARY

Skyscanner's workplace teams needed a storage model that reflected how employees now use offices: moving between desks, teams, cities and workplace settings rather than remaining assigned to one fixed location.

Across Edinburgh, Glasgow and London, traditional locker management created administrative effort, inconsistent employee experiences and underused workplace space.

Vpod introduced a centrally managed smart locker system designed to support hybrid working, improve space utilisation and give workplace teams remote operational control.



The result is a more **flexible, scalable workplace** storage model that supports **employees and visitors** across multiple locations while **reducing reliance on manual, on-site administration**.

“The technology is aligned with how we are moving forward as a workplace environment.”
– GONZALO, SENIOR WORKPLACE MANAGER



GONZALO SILVA

SKYSCANNER SENIOR MANAGER



3 CITIES

Edinburgh,
Glasgow
and London



HYBRID WORKING

Empowering
employees
to move freely



OPERATIONAL EFFICIENCY

Reduced admin
and improved
productivity



SPACE OPTIMISED

Better use of
office space
and resources



REMOTE CONTROL

Manage and
support from
anywhere



CONSISTENT EXPERIENCE

Seamless for
employees and
visitors



BUILT FOR THE FUTURE

A smart, scalable locker solution that adapts to the needs of modern organisations and the way people work today.



Smart storage.
Stronger workplaces.

Supporting a hybrid workforce with secure, smart locker solutions across three key office locations.



466
Total Lockers
Across 3 Walls



Edinburgh
220 Lockers



220 lockers
1 Wall



Glasgow
123 Lockers



123 lockers
1 Wall



London
123 Lockers



123 lockers
1 Wall

About Edinburgh

Our Edinburgh office is a hub for technology and innovation, home to many of our engineering and product teams. The locker wall supports a flexible, agile workplace.

Use Case



Hybrid Working

Employees securely store personal items and equipment, enabling seamless desk sharing and a clutter-free workspace.

About Glasgow

Our Glasgow office is central to our customer operations and commercial teams, driving collaboration and delivering exceptional travel experiences worldwide.

Use Case



Hybrid Working

Lockers provide a secure space for laptops, bags and personal items, supporting agile working and maximising office space.

About London

Our London office is home to our leadership, finance and partner management teams, connecting Skyscanner to global markets and strategic opportunities.

Use Case



Hybrid Working

Lockers enable employees to work flexibly across the office, keeping belongings secure and workspaces open for collaboration.

Portfolio Summary



3 Locations
Edinburgh, Glasgow, London



3 Walls
Secure, smart locker installations



466 Lockers
Supporting hundreds of employees



Cloud Managed
Centralised management and real-time insights

Use Case Focus



Hybrid Working

Empowering Skyscanner employees to work anywhere, store securely and focus on what matters.



THE BUSINESS CHALLENGE

Traditional lockers no longer matched the way people worked

Skyscanner's employees frequently moved between desks, teams and office locations. Static locker assignments made it difficult for workplace teams to provide a consistent and responsive service.

THE PRINCIPAL CHALLENGES WERE:



Difficulty identifying who had access to each locker



High administrative effort managing locker assignments



Underutilisation of available workplace space



Inconsistent locker experiences across locations



Limited ability to support employees remotely



Traditional storage that did not adapt to hybrid working patterns

THE PROBLEM WITH TRADITIONAL LOCKERS



Static assignments. Manual tracking.
Inconsistent experience.
Underused space.

THE IMPACT



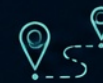
Time lost on administration



Frustration for employees



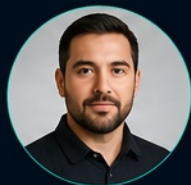
Underused workplace space



Inconsistent experiences



Harder to support from anywhere



AS GONZALO, SENIOR
WORKPLACE MANAGER, EXPLAINED:

"We usually spend a lot of time trying to figure out who has a locker, where to store things. The biggest problem overall was the administration side of the system and, of course, the underutilization of the space."





THE STRATEGIC OBJECTIVE

Skyscanner wanted to move beyond lockers as fixed workplace furniture.



The objective was to create a dynamic, centrally managed storage service that could:



Support employee mobility



Reduce workplace administration



Improve the use of office space



Deliver a consistent experience across cities



Support employees even when workplace staff were off site



Align with Skyscanner's longer-term hybrid workplace strategy



The goal was a **flexible, scalable** locker solution that supports people, **optimises space, reduces operational effort** and delivers a **consistent experience** wherever employees work.

GLASGOW

EDINBURGH

LONDON



**ONE SMART SOLUTION.
EVERY LOCATION.**

Centrally managed.
Consistent experience.
Built for hybrid work.



FLEXIBLE
STORAGE



CENTRALLY
MANAGED



MULTI-CITY
CONSISTENCY



REMOTE
SUPPORT



HYBRID WORK
READY



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Stronger workplaces.

EXECUTIVE OUTCOMES

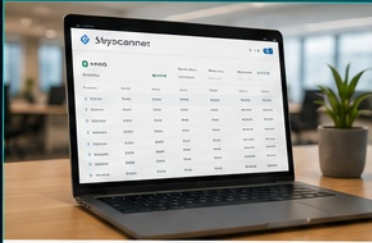
Five key outcomes delivered by Vpod Smart Locker Technology

SKYSCANNER EXECUTIVE CASE STUDY

Enabling Flexible, Hybrid Workplaces
with Smart Locker Technology



1 Reduced Workplace Administration



The smart locker system reduces the time required to identify users, manage assignments and resolve access questions.

Workplace teams gain:

- ✓ Clearer control over locker allocation
- ✓ Less manual record keeping
- ✓ Faster support for employees
- ✓ Reduced dependence on local administrators
- ✓ A more repeatable operating process across offices



This directly addresses the administrative burden identified before deployment.

2 Better Support for Hybrid Working



Employees are no longer expected to use storage designed around permanent desks or fixed locations.

The system allows employees to adapt their storage as they move between workplace settings.

“Being an environment that is hybrid, you constantly move spaces. You are not always in the same space of the office. So you have the ability as well to change lockers as you go.”

This supports:

- ✓ Desk and team mobility
- ✓ Flexible office attendance
- ✓ Movement between workplace zones
- ✓ Employees using multiple locations
- ✓ A workplace experience aligned with hybrid behaviour

3 Improved Space Utilisation



Vpod's smart locker walls convert underused wall areas into productive workplace infrastructure.

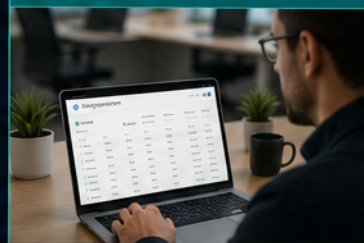
This enables Skyscanner to:

- ✓ Use office space more efficiently
- ✓ Integrate storage into workplace design
- ✓ Reduce dependence on isolated storage rooms
- ✓ Support more flexible locker allocation
- ✓ Scale storage without disrupting the wider workplace environment



The solution treats storage as part of the workplace operating model rather than as a collection of static assets.

4 Remote Operational Control



One of the most valuable benefits is the ability to manage and support lockers remotely.

“One of the best features for us as a workplace is the ability to control them remotely as well. It's never a problem if you are here at the same office or you are traveling abroad because you always can assist the employee.”

Remote management provides:

- ✓ Faster issue resolution
- ✓ Less dependence on on-site support
- ✓ Continued services across multiple locations
- ✓ Better employee support when workplace teams are travelling
- ✓ More consistent operational control

5 Consistent Employee and Visitor Experience



A unified locker platform provides a more predictable experience across Edinburgh, Glasgow and London.

Employees and visitors benefit from:

- ✓ Easier access to storage
- ✓ Greater flexibility
- ✓ A consistent process across locations
- ✓ Less reliance on local manual procedures
- ✓ Faster assistance when problems arise



This consistency is particularly valuable within a multi-location workplace programme.



**A Smarter, More Flexible
Workplace Storage Model**



Supports employee
mobility



Reduces admin
burden



Improves space
utilisation



Enables remote
control



Delivers consistent
experiences

**Better outcomes for
employees. Greater efficiency
for workplace teams.**



COMBINED BUSINESS IMPACT

One smart locker solution. Multiple business benefits.



FLEXIBLE WORK

Employees can move between desks, spaces and offices without being constrained by permanent locker assignments.



- ✓ Freedom to choose any locker
- ✓ Supports desk and team mobility
- ✓ Adapts to how employees work



OPERATIONAL EFFICIENCY

Workplace teams spend less time managing access, assignments and user support.



- ✓ Less administrative workload
- ✓ Faster issue resolution
- ✓ Standardised processes
- ✓ More time for strategic work



SPACE EFFICIENCY

Underused wall areas become productive, integrated storage infrastructure.



- ✓ Better use of wall space
- ✓ Integrated into workplace design
- ✓ Reduces need for storage rooms
- ✓ Enables flexible locker allocation



REMOTE CONTROL

Employees can be supported regardless of where workplace administrators are located.



- ✓ Manage from anywhere
- ✓ Support employees remotely
- ✓ Consistent control across sites
- ✓ No dependency on on-site teams



SCALABLE DELIVERY

A common locker system creates a repeatable model that can be extended across additional workplace locations.



- ✓ One system across locations
- ✓ Consistent employee experience
- ✓ Easy to replicate and scale
- ✓ Future-ready workplace solution



**STRONGER WORKPLACES.
BETTER OUTCOMES.**



Empowered Employees



Efficient Operations



Optimised Space



Connected Support



Scalable Growth

**ONE SMART LOCKER
SOLUTION. IMPACT
ACROSS EVERY OFFICE.**