

SMART LOCKER CASE STUDY

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

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

£38,374

REVENUE

generated in five months

ATTRIBUTABLE COMMERCIAL RETURN

368

SMART LOCKER DOORS

5,252

TRANSACTIONS / 5 MONTHS

FAN CONVENIENCE → SELF-SERVICE THROUGHPUT → VENUE REVENUE



PHYSICAL LOCKERS AT ARENA SCALE



FROM STAFFED CLOAKROOM TO AUTOMATED JOURNEY

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

5,252 TRANSACTIONS IN FIVE MONTHS



THE MANUAL WORK REMOVED

01 LESS ITEM HANDLING

Reduces staff acceptance, labelling, storage and retrieval tasks.

02 NO PAPER OR CASH PROCESS

Removes paper tickets, cash handling and manual transaction recording.

03 LOWER PEAK PRESSURE

Reduces collection queues and staffing pressure immediately after events.

04 TEAMS FOCUS ON EXCEPTIONS

Releases staff for guest support, safety and unusual situations.

05 PREDICTABLE OPERATIONS

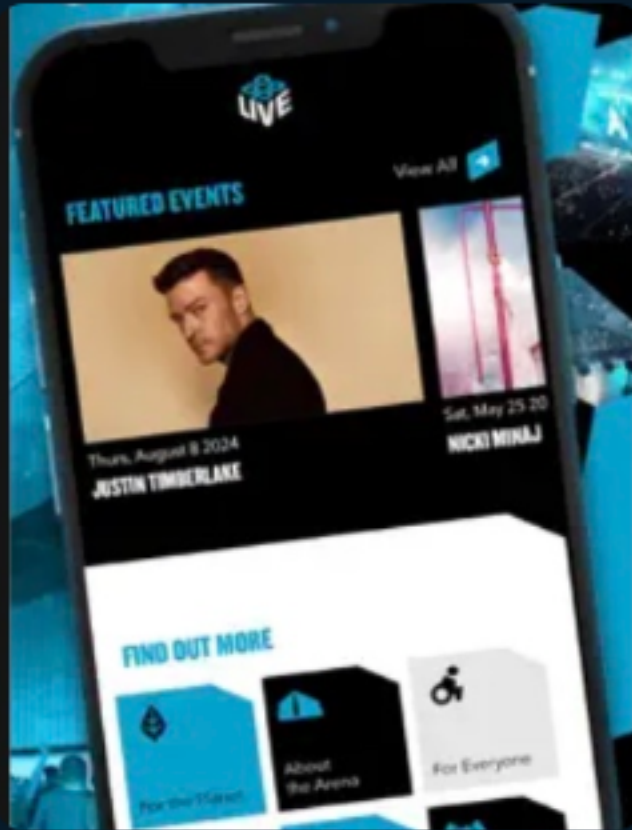
Creates a repeatable operating model across different event sizes.

06 AUTOMATED REPORTING

Generates transaction and revenue reporting without manual reconciliation.

EVIDENCE BOUNDARY

5,252 transactions demonstrate substantial automated throughput. A verified labour-saving figure still requires the previous cloakroom rota and staff hours worked.



ONE CONSISTENT DIGITAL JOURNEY

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

1,050

AVERAGE
TRANSACTIONS
PER MONTH

£7,675

AVERAGE MONTHLY
REVENUE

01 FIND



02 BOOK



03 PAY



04 ACCESS

WHAT SELF-SERVICE CHANGES

01 BOOK ANYTIME

Lockers can be booked before arrival or during the visit.

02 NO ATTENDANT WAIT

Guests deposit and retrieve belongings without waiting for staff.

03 DIGITAL CREDENTIALS

Digital access replaces physical keys and paper cloakroom tickets.

04 DIRECT INSTRUCTIONS

Customers receive access instructions and retain control of their locker.

05 LIVE AVAILABILITY

Automated availability reduces enquiries and spreads demand across lockers.

06 AVAILABLE THROUGHOUT

The service operates throughout the event without a continuously staffed desk.

THE OUTCOME

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

Monthly figures are calculated averages from the first five months.

CONTROLLED ACCESS. AUDITABLE HANDOVER.

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



THE SECURITY CONTROLS CREATED

01 LOCKER + IDENTITY LINK

Every transaction connects a specific locker to a digital access credential.

02 AUTHORISED ACCESS ONLY

Only the authorised customer can open the assigned compartment.

03 COMPLETE ACTIVITY RECORD

Booking, access and collection events create an auditable history.

04 CENTRAL STATUS VISIBILITY

Teams can see occupied and available compartments centrally.

05 EVIDENCE FOR INVESTIGATION

Digital records support disputes, missing belongings and abandoned-item checks.

06 MANAGED BAG STORAGE

Secure storage moves belongings into a controlled location rather than around the arena.

THE SECURITY OUTCOME

Fewer informal handovers → stronger access control → evidence when an incident must be investigated

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



THREE EFFICIENCIES. ONE SCALABLE VENUE SERVICE.

Co-op Live connects the app, the physical locker and the digital audit trail into one measurable operating model.

5,252

TRANSACTIONS

£38,374

REVENUE

generated in five months

THE OPERATING MODEL

01 LESS MANUAL HANDLING

Automated acceptance, access and reporting reduce repetitive cloakroom work.

02 FASTER SELF-SERVICE

The app enables customers to book, pay, deposit and collect without waiting.

03 STRONGER ACCESS CONTROL

Digital credentials and activity records create a controlled chain of custody.

A MORE CONVENIENT FAN EXPERIENCE

Reduced operational pressure

+

Scalable venue delivery

+

Attributable commercial return

LESS MANUAL HANDLING → FASTER SELF-SERVICE → STRONGER ACCESS CONTROL



368 DOORS. FIVE MONTHS. ONE MEASURABLE RESULT.

A high-volume self-service locker operation delivering demonstrable customer use and attributable revenue.

5,252

TRANSACTIONS

completed in five months

Across the 368-door Co-op Live locker service

£38,374

REVENUE

generated in five months

A directly attributable commercial return

1,050

TRANSACTIONS / MONTH

Approximate five-month average

£7,675

MONTHLY REVENUE

Approximate five-month average

£7.31

REVENUE / TRANSACTION

Total revenue ÷ transactions

368

SMART LOCKER DOORS

Installed service capacity

THE PERFORMANCE STORY

High customer adoption → repeatable self-service throughput → attributable venue revenue

Monthly and per-transaction figures are calculated averages from the supplied five-month totals.