

EXECUTIVE CASE STUDY



WILSON JAMES & VPOD

Transforming Estate Logistics with Intelligent Consolidation and Smart Locker Technology



SIGNIFICANT
COST SAVINGS



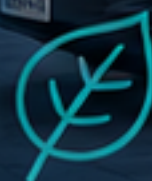
REDUCED ESTATE
TRAFFIC



COMPLETE END-TO-END
VISIBILITY



SECURE SELF-SERVICE
COLLECTION



SUPPORTS ESG
OBJECTIVES

SMARTER LOGISTICS. SECURE DELIVERIES. SUSTAINABLE FUTURE.

EXECUTIVE CASE STUDY



EXECUTIVE SUMMARY



Managing mail and parcel deliveries across large commercial estates presents significant operational challenges. Increasing parcel volumes, multiple courier arrivals, manual handling and fragmented delivery processes can create unnecessary costs, congestion and administrative complexity.



Working together, **Wilson James**, **Vpod Smart Solutions** and **Canary Wharf Management Limited (CWML)** implemented a new operating model that combines consolidated logistics, digital workflow management and secure smart locker technology.



The solution replaces a traditional mailroom operation with a fully integrated, digitally managed parcel workflow that improves operational **efficiency**, enhances **user convenience** and supports wider **sustainability objectives**.



DELIVERING MEASURABLE IMPACT



LOWER COSTS

Approx. £400,000
annual savings



LESS CONGESTION

Significant reduction
in estate vehicle
movements



COMPLETE VISIBILITY

End-to-end digital
parcel tracking and
auditability



SECURE & CONVENIENT

24/7 self-service
collection for all
estate users



SUPPORTS ESG

Contributes to Canary
Wharf's sustainability
and ESG objectives



Smarter logistics.
Better experiences.
A more **sustainable** future.

KEY RESULTS

Delivering measurable operational, financial and environmental impact across Canary Wharf.



APPROXIMATELY
£400,000
ANNUAL OPERATIONAL
SAVINGS



**SIGNIFICANT REDUCTION
IN ESTATE VEHICLE
MOVEMENTS**

Consolidated deliveries and
scheduled transport reduce
traffic, congestion and emissions.



**COMPLETE END-TO-END
DIGITAL PARCEL
VISIBILITY**

Real-time tracking and full
visibility from receipt to
collection via the Fulcrum
digital platform.



**SECURE SELF-SERVICE
PARCEL COLLECTION**

24/7 secure access for all
recipients using Vpod smart
lockers and digital credentials.



**REDUCED
MANUAL HANDLING**

Automation and consolidation
minimise manual processes,
improving productivity
and safety.



**FULLY AUDITABLE
CHAIN OF CUSTODY**

End-to-end digital audit trail
delivered by the Fulcrum platform
ensures accountability and
compliance.



**SUPPORTS CANARY WHARF
ESG OBJECTIVES**

Lower emissions, reduced congestion
and more efficient operations support
CWML's sustainability and
ESG commitments.



Smarter operations.
Better experiences.
Sustainable future.

A partnership delivering real value for
Canary Wharf and its community.



By combining Wilson James' logistics expertise, Fulcrum digital intelligence and Vpod smart locker technology,
we've created a more efficient, transparent and sustainable way to manage estate logistics.



THE BUSINESS CHALLENGE

TRADITIONAL MAILROOM OPERATIONS

WERE BECOMING INCREASINGLY COMPLEX



Large commercial estates receive thousands of parcels every week from multiple carriers.

TRADITIONAL DELIVERY MODELS OFTEN RESULT IN:



NUMEROUS COURIER VEHICLE MOVEMENTS

Frequent arrivals lead to congestion, emissions and operational disruption.



MANUAL PARCEL SORTING

Time-consuming processes increase handling time and risk of errors.



LABOUR-INTENSIVE DISTRIBUTION

High dependency on staff for sorting, handling and distribution.



LIMITED DELIVERY VISIBILITY

Lack of real-time tracking creates uncertainty and inefficiency.



MULTIPLE RECIPIENT ENQUIRIES

Staff time is lost responding to status requests and locating parcels.



CONGESTED LOADING AREAS

Crowded docks and mailrooms cause delays and safety concerns.



RESOURCE-INTENSIVE MAILROOM OPERATIONS

High operational cost with constrained space and complex processes.



COMPLEX.
COSTLY.
INEFFICIENT.

TIME FOR
A SMARTER
SOLUTION.



These processes consume valuable operational resources while creating unnecessary traffic and inconvenience for estate occupiers.



MORE VEHICLES

Increased traffic, congestion and emissions.



HIGHER COSTS

Labour intensive processes drive operational costs up.



POOR EXPERIENCE

Delays, uncertainty and frustration for occupiers.



LOW EFFICIENCY

Manual processes limit productivity and scalability.

CREATE A SMARTER ESTATE LOGISTICS PLATFORM

Wilson James and CWML wanted to redesign parcel operations around three strategic objectives:



1. IMPROVE OPERATIONAL EFFICIENCY

Reduce manual handling and simplify parcel distribution.



2. IMPROVE USER EXPERIENCE

Provide secure, flexible self-service collection.



3. SUPPORT SUSTAINABILITY

Reduce unnecessary vehicle movements and improve estate logistics.



COMPLETE VISIBILITY. TOTAL CONTROL.

The solution also needed complete operational visibility and digital auditability across every parcel movement.



END-TO-END VISIBILITY

Real-time tracking across the entire parcel journey.



DIGITAL AUDIT TRAIL

Every movement recorded for full accountability.



OPERATIONAL CONTROL

Better data, smarter decisions, improved performance.



CONTINUOUS IMPROVEMENT

Actionable insights drive efficiency and service excellence.

THE INTEGRATED SOLUTION

Rather than introducing smart lockers alone, the project combined **three complementary capabilities** into a single operating model.



WILSON JAMES



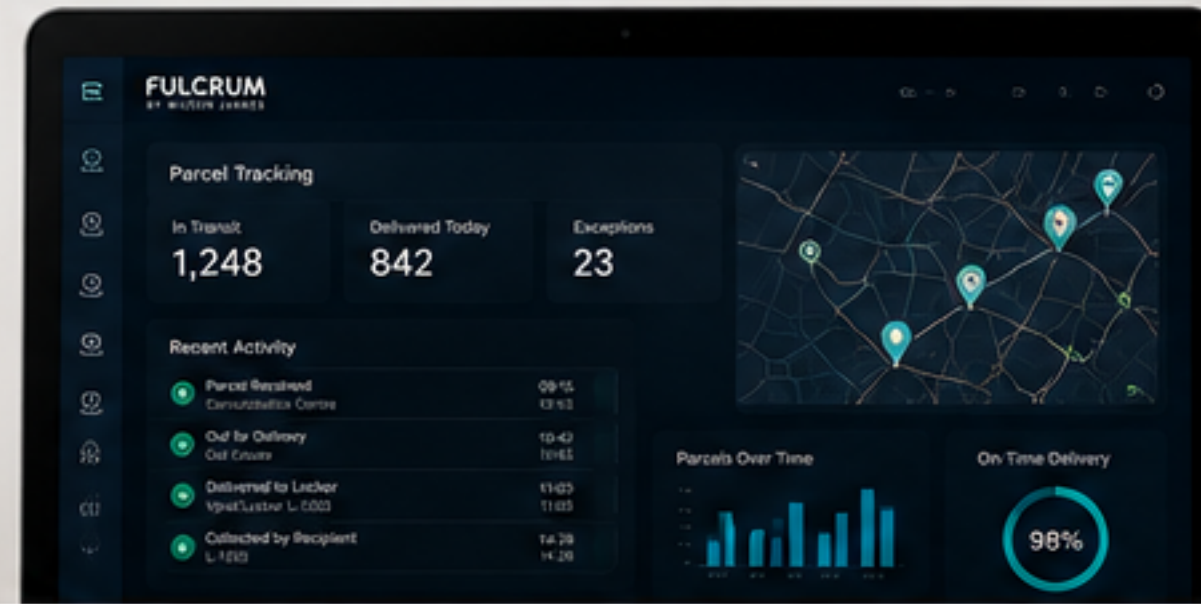
Designed and operates the estate logistics service.

Responsible for:

- Consolidation Centre
- Courier management
- Parcel processing
- Scheduled deliveries
- Estate logistics



FULCRUM



Wilson James' proprietary digital operations platform.

Provides:

- Real-time parcel tracking
- Chain of custody
- Delivery management
- Exception handling
- Operational reporting
- Performance dashboards
- Digital audit trail



Fulcrum provides complete visibility throughout the parcel journey.



VPOD SMART SOLUTIONS



Provides the secure self-service collection infrastructure.

Features include:

- Smart locker allocation
- Digital credentials
- Secure locker access
- Customer notifications
- Self-service collection
- Real-time locker status
- Collection confirmation



The lockers become the secure customer interface for the entire delivery process.

ONE INTEGRATED OPERATING MODEL



Parcel Received
at Consolidation
Centre



Tracked and Managed
by Fulcrum at Every
Step



Scheduled Delivery
to Estate via Wilson
James



Securely Delivered
to Vpod Smart
Lockers



Customer Notified
and Collects at Their
Convenience



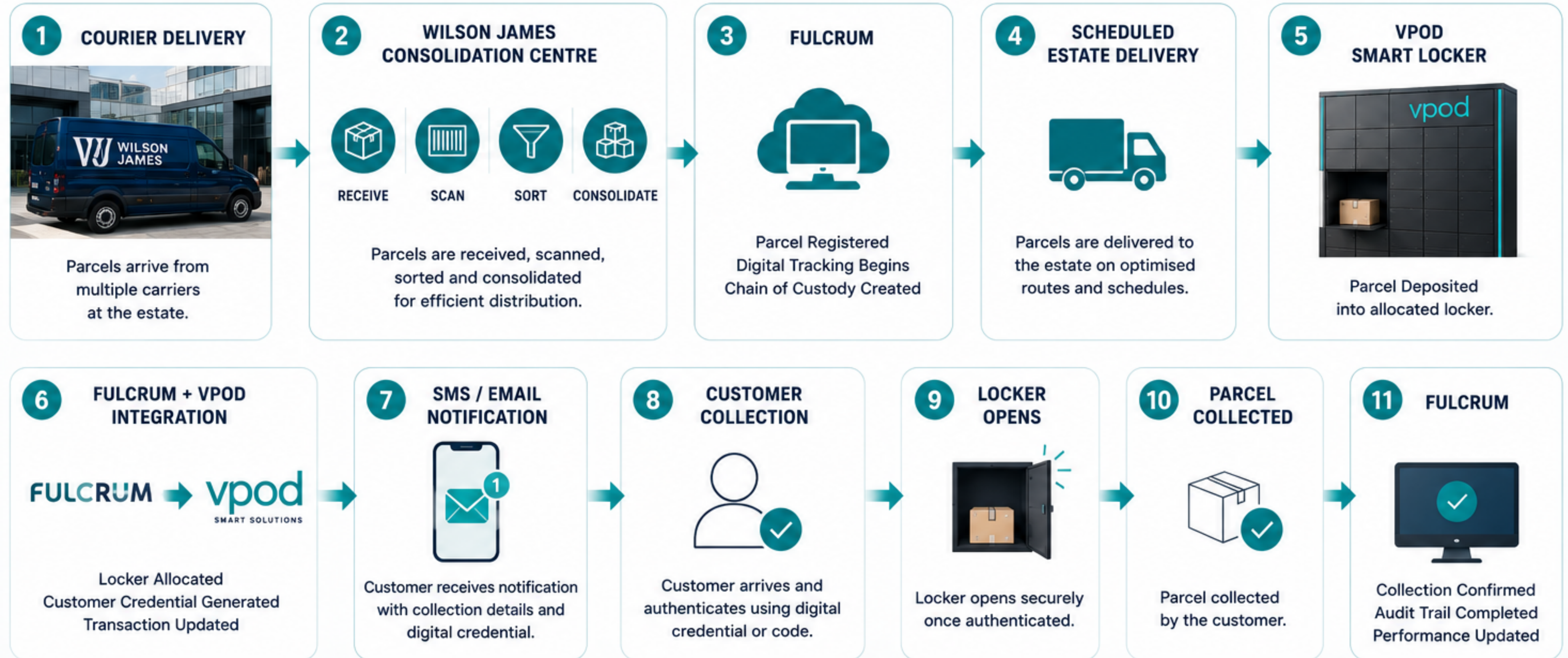
Fulcrum Captures
Collection and
Closes the Loop

DELIVERING GREATER VALUE

- ✓ Lower costs
- ✓ Operational efficiency
- ✓ Outstanding user experience
- ✓ Complete visibility
- ✓ Audit and compliance
- ✓ Sustainable estate logistics

DIGITAL WORKFLOW

INTELLIGENT END-TO-END PARCEL MANAGEMENT



EVERY MOVEMENT. FULLY VISIBLE.

From receipt to collection, every parcel is tracked, managed and recorded in real time.



A COMPLETE DIGITAL CHAIN OF CUSTODY

THE RESULT

- ✓ Complete visibility across the entire journey
- ✓ Secure self-service collection for customers
- ✓ Reduced manual handling and administration
- ✓ Improved efficiency and sustainability
- ✓ Fully auditable and performance driven



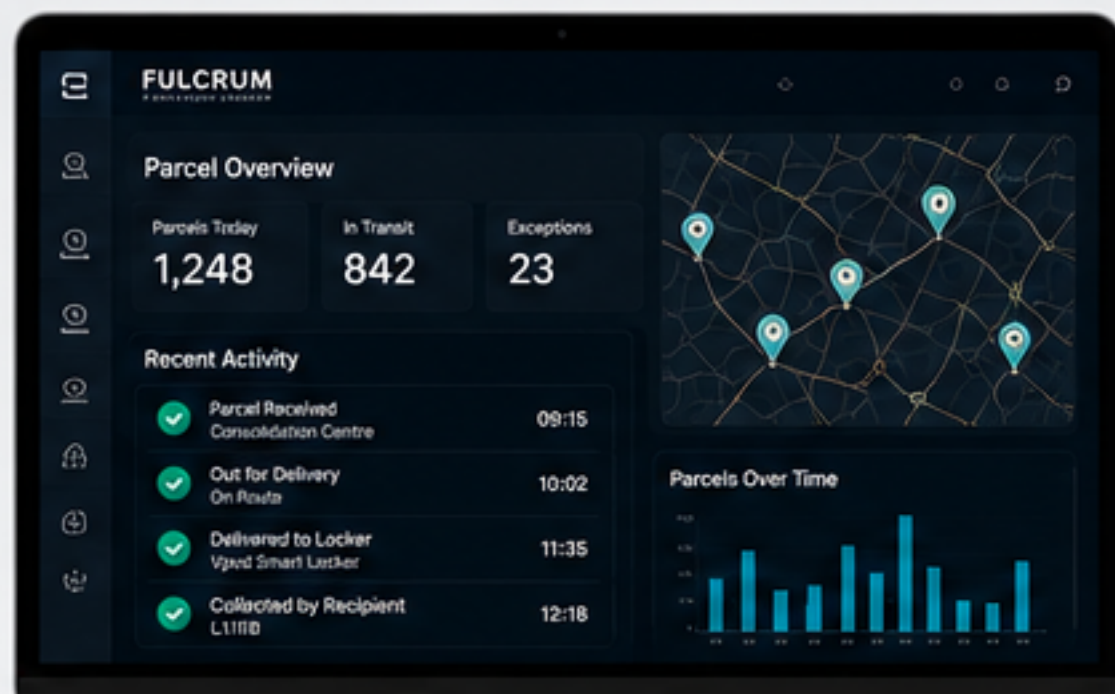
TECHNOLOGY INTEGRATION

FULCRUM + VPOD



The integration combines digital logistics intelligence with secure self-service storage.

FULCRUM MANAGES



- Parcel registration
- Tracking
- Workflow
- Reporting
- Audit
- Operations



COMBINED RESULT

A fully connected digital logistics platform.

VPOD MANAGES



- Secure storage
- Locker allocation
- Customer authentication
- Self-service access
- Collection confirmation



SEAMLESS INTEGRATION

Real-time data exchange across systems.



END-TO-END VISIBILITY

Complete visibility from collection to delivery.



SECURE & AUDITABLE

Full audit trail and chain of custody.



BETTER TOGETHER

Intelligence and infrastructure working as one.

EXECUTIVE OUTCOMES

Delivering Measurable Value Across People, Operations and the Estate



1 LOWER OPERATING COSTS

Replacing fragmented parcel handling with consolidated logistics significantly reduces operational overhead.

BENEFITS

- ✓ Approximately **£400,000** annual savings
- ✓ Less manual handling
- ✓ Improved labour utilisation
- ✓ Simplified operations
- ✓ Reduced administrative effort
- ✓ Lower operating costs



£ Lower costs today.
Stronger efficiency tomorrow.

2 SMARTER ESTATE LOGISTICS

Wilson James' Consolidation Centre dramatically reduces unnecessary redelivery traffic.

BENEFITS

- ✓ Consolidated courier deliveries
- ✓ Scheduled transport
- ✓ Fewer estate vehicle movements
- ✓ Less congestion
- ✓ Improved loading efficiency
- ✓ Better estate operations



Fewer vehicles.
Smoother estates.

3 COMPLETE DIGITAL VISIBILITY

Fulcrum creates a single digital workflow across every parcel movement.

BENEFITS

- ✓ Real-time parcel tracking
- ✓ End-to-end visibility
- ✓ Digital audit trail
- ✓ Performance reporting
- ✓ Exception management
- ✓ Operational intelligence



Total visibility.
Total control.

4 IMPROVED USER EXPERIENCE

Vpod's smart locker network removes dependence on staffed parcel collection.

BENEFITS

- ✓ Self-service collection
- ✓ Flexible retrieval times
- ✓ Secure digital credentials
- ✓ Reduced waiting
- ✓ Convenient workplace experience
- ✓ Improved customer satisfaction



Convenience and control
in the hands of users.

5 SUSTAINABILITY

The new logistics model directly supports Canary Wharf's environmental objectives.

BENEFITS

- ✓ Reduced vehicle movements
- ✓ Lower emissions
- ✓ Less congestion
- ✓ More efficient delivery routes
- ✓ Better utilisation of estate infrastructure
- ✓ Supports ESG commitments



Better for the environment.
Better for the future.



Operational efficiency, user convenience
and sustainability—delivered together.



One integrated model. Five powerful outcomes.
Measurable impact across the estate.



Creating smarter estates.
Delivering lasting value.

COMBINED BUSINESS IMPACT

A Smarter, More Efficient and Sustainable Future for Estate Logistics



ONE INTEGRATED SOLUTION.
DELIVERING MEASURABLE VALUE.



Significant
cost savings



Better experience
for every recipient



Complete digital
control and auditability



Sustainable
estate operations



Scalable for
future growth

EXECUTIVE CONCLUSION



Wilson James, Vpod Smart Solutions and Canary Wharf Management Limited transformed traditional mailroom operations into a digitally connected workplace logistics platform.



By combining Wilson James' logistics expertise, Fulcrum's end-to-end digital workflow and Vpod's secure smart locker technology, the partnership created a fully integrated solution that reduces costs, improves customer experience, enhances sustainability and delivers complete operational visibility.



The project demonstrates how modern consolidation logistics, digital workflow management and self-service smart lockers can work together to create a scalable blueprint for the future of commercial estate parcel management.



-  Lower operational costs
-  Improved customer experience
-  Enhanced sustainability
-  Complete operational visibility
-  Scalable for the future

ONE PARTNERSHIP. ONE PLATFORM: CONNECTING PEOPLE, PARCELS AND PLACES.



Consolidated Logistics



Digital Workflow



Smart Locker Technology



Happy Recipients



Sustainable Operations



Stronger Estates, Stronger Communities



A SMARTER, MORE EFFICIENT AND SUSTAINABLE FUTURE FOR ESTATE LOGISTICS.