



**vpod** Smart  
Solutions

Smarter Infrastructure. Better Operations.

# CASE STUDY SMART LOCKERS

Delivering self-service smart locker solutions at YHA London Central and YHA Thameside to improve guest experience and operational efficiency.

 **YHA LONDON CENTRAL**

 **YHA THAMESIDE**



**SELF-SERVICE  
STORAGE**

24/7 guest access



**SECURE &  
RELIABLE**

Peace of mind



**IMPROVED  
EFFICIENCY**

Reduced workload



**BETTER GUEST  
EXPERIENCE**

Fast, convenient  
and easy to use

“

Smart lockers helping us deliver smarter operations and happier guests across our London hostels.

— YHA Operations Team

# WHY YHA DID IT

YHA London Central and YHA Thameside needed a better way to manage luggage storage—one that improved guest experience, reduced staff workload and created a new stream of revenue.

## MANUAL LOCKER (THE OLD WAY)



### 1. RECEIVE

Staff receive luggage from guest.



### 2. TAG

Staff manually tag each bag.



### 3. RECORD

Staff record guest details and bag information.



### 4. STORE

Staff store luggage in a back room or storage area.



### 5. RETRIEVE

Staff retrieve luggage when guest returns.



### 6. VERIFY

Staff verify tag and guest details.

VS

## SMART LOCKERS (THE SMART WAY)



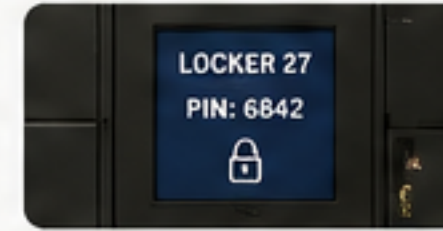
### 1. BOOK

Guest books a locker via kiosk or QR code.



### 2. STORE

Guest stores luggage in a locker.



### 3. SECURE

Locker locks automatically. Digital record created.



### 4. ACCESS

Guest returns 24/7 and enters PIN or scans QR to open locker.



### 5. COLLECT

Guest collects luggage in under 30 seconds.



### 6. ANALYTICS

Real-time data, usage tracking and reporting.

### THE IMPACT



Time consuming for staff



Longer guest waiting times



High manual workload



Greater risk of human error & lost luggage



No visibility of usage or revenue

### THE BENEFITS



< 30 seconds collection time



Reduced staff involvement (↓ 50–80%)



Reduced manual handling (↓ 60–90%)



Lower lost luggage incidents (↓ 70–95%)



New revenue stream generated

### THE RESULT



A smarter, faster and more secure luggage storage solution that improves operations and delivers commercial value.

## STRONG ROI. BETTER OPERATIONS. HAPPIER GUESTS.



### NEW REVENUE OPPORTUNITY

Self-service storage drives additional income



### LOWER OPERATING COSTS

Significant reduction in staff time and workload



### HIGHER GUEST SATISFACTION

Faster service, more convenience, 24/7 access



### 100% DIGITAL AUDIT TRAIL

Complete visibility and accountability



YHA LONDON CENTRAL | YHA THAMESIDE



SMART LOCKERS. SMARTER OPERATIONS.

BETTER EXPERIENCES. STRONGER OUTCOMES.



# YHA SMART LOCKER CASE STUDY

## THAMESIDE & CENTRAL HOSTELS

YHA partnered with Vpod Smart Solutions to deliver self-service smart locker solutions at key London hostels, improving guest experience while driving operational efficiencies.



YHA THAMESIDE



YHA CENTRAL



### SELF-SERVICE STORAGE

24/7 guest access



### SECURE & RELIABLE

Complete audit trail and peace of mind



### REDUCED STAFF WORKLOAD

Less manual handling and admin



### IMPROVED GUEST EXPERIENCE

Fast, convenient and easy to use



### NEW REVENUE OPPORTUNITY

Self-service storage drives additional income

### THE CHALLENGE

- ✓ Manual luggage storage was time consuming for staff
- ✓ Limited storage capacity at busy times
- ✓ Inconsistent guest experience during peak periods
- ✓ Need for a secure, audit-friendly storage solution
- ✓ Opportunities to generate additional revenue

### THE SOLUTION



Vpod installed smart locker systems at YHA Thameside and YHA Central, enabling guests to securely store and collect luggage independently.

- ✓ Self-service via PIN / QR code
- ✓ Real-time locker availability
- ✓ Automated payments
- ✓ Digital audit trail
- ✓ 24/7 access for guests

### KEY RESULTS IN THE FIRST 8 WEEKS



**1,500+**  
CUSTOMER TRANSACTIONS



**£12,000+**  
REVENUE GENERATED



**< 30 SECONDS**  
AVERAGE COLLECTION TIME



**60-80%**  
REDUCTION IN RECEPTION WORKLOAD



**100%**  
DIGITAL AUDIT TRAIL

### WHY YHA CHOSE VPOD

Vpod's smart locker solution delivers the perfect balance of security, reliability and ease of use, helping YHA to:

- ✓ Improve operational efficiency
- ✓ Enhance guest satisfaction
- ✓ Make better use of space
- ✓ Create a new revenue stream



The smart lockers have been a fantastic addition to our hostels. Our guests love the convenience, and it has significantly reduced pressure on our reception teams.

— YHA Operations Team



Smarter storage.  
Better experiences.  
Stronger outcomes.





# YHA SMART LOCKER CASE STUDY

## OPERATIONAL PERFORMANCE METRICS

### YHA CENTRAL



**66 SMART LOCKERS**

-  Self-service luggage storage for guests 24/7
-  Secure, reliable and easy to use
-  Reduces staff workload and improves efficiency
-  Enhances guest experience and convenience

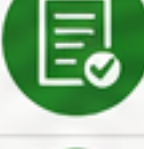
### YHA THAMESIDE



**39 SMART LOCKERS**

-  Self-service luggage storage for guests 24/7
-  Secure, reliable and easy to use
-  Reduces staff workload and improves efficiency
-  Enhances guest experience and convenience

### OPERATIONAL EFFICIENCY IMPROVEMENTS

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



Smart locker solutions at **YHA Central (66 lockers)** and **YHA Thameside (39 lockers)** are delivering measurable operational efficiencies, **reducing workload** and **enhancing the guest experience**.



**SMARTER STORAGE.**  
**BETTER EXPERIENCES.**  
**STRONGER OUTCOMES.**