

Smarter Infrastructure. Better Operations.

# Guide for Venue Facilities Managers

Practical insights, best practices and smart solutions to help you run safer, more efficient and visitor-friendly venues.

**WELCOME**  
ENJOY THE EVENT



**IMPROVE  
SECURITY &  
COMPLIANCE**



**INCREASE  
OPERATIONAL  
EFFICIENCY**



**ENHANCE  
VISITOR  
EXPERIENCE**



**DRIVE REVENUE  
& REDUCE  
COSTS**



**OPTIMISE SPACE  
& RESOURCES**



# FACILITIES MANAGER CHALLENGES IN VENUES



Facilities Managers are responsible for keeping venues safe, efficient, secure, and operational during both normal operations and peak attendance periods. Common challenges include:

<p><b>1 LONG VISITOR QUEUES AND CONGESTION</b></p>   <p>Entry, storage, and collection points become bottlenecks during busy events.</p>	<p><b>2 LABOUR-INTENSIVE CLOAKROOM OPERATIONS</b></p>   <p>High staffing requirements for bag storage, issue, collection, and administration.</p>	<p><b>3 RISING STAFFING AND OVERTIME COSTS</b></p>   <p>Additional personnel often needed to manage event-day demand.</p>	<p><b>4 LOST PROPERTY ADMINISTRATION</b></p>   <p>Significant time spent logging, tracking, storing, and returning lost items.</p>	<p><b>5 LACK OF OPERATIONAL VISIBILITY</b></p>   <p>Limited real-time insight into storage usage, capacity, incidents, and performance.</p>
<p><b>6 UNDER-UTILISED VENUE SPACE</b></p>   <p>Valuable floor space consumed by temporary storage areas and cloakrooms.</p>	<p><b>7 SECURITY RISKS FROM UNMANAGED BAGS</b></p>   <p>Unattended items create security concerns and operational risk.</p>	<p><b>8 MANUAL PROCESSES THAT DON'T SCALE</b></p>   <p>Paper-based and staff-dependent processes become inefficient as attendance increases.</p>	<p><b>9 EVENT-DAY OPERATIONAL BOTTLENECKS</b></p>   <p>Slow storage transactions impact visitor flow and venue throughput.</p>	<p><b>10 COMPLIANCE AND AUDIT CHALLENGES</b></p>   <p>Difficulty proving accountability, access history, and incident management.</p>
<p><b>11 POOR CROWD FLOW MANAGEMENT</b></p>   <p>Storage queues interfere with ingress, egress, and circulation routes.</p>	<p><b>12 INCONSISTENT VISITOR EXPERIENCE</b></p>   <p>Long waits and confusing processes reduce visitor satisfaction.</p>	<p><b>13 LIMITED THROUGHPUT CAPACITY</b></p>   <p>Existing storage systems struggle to cope with peak event volumes.</p>	<p><b>14 HIGH ADMINISTRATIVE WORKLOAD</b></p>   <p>Staff spend excessive time on logging, reporting, and resolving storage-related issues.</p>	<p><b>15 PRESSURE TO DO MORE WITH LESS</b></p>   <p>Expectations for improved service levels despite constrained budgets and resources.</p>
<p><b>16 DIFFICULTY SCALING FOR MAJOR EVENTS</b></p>   <p>Temporary staffing and manual processes become increasingly difficult to manage.</p>	<p><b>17 REVENUE OPPORTUNITIES BEING MISSED</b></p>   <p>Storage services often operate purely as a cost centre rather than generating revenue.</p>	<p><b>18 ASSET AND EQUIPMENT ACCOUNTABILITY ISSUES</b></p>   <p>Radios, keys, tablets, and operational equipment can be misplaced or poorly tracked.</p>	<p><b>19 OPERATIONAL RISK DURING PEAK ATTENDANCE</b></p>   <p>Small inefficiencies become major operational issues when visitor volumes increase.</p>	<p><b>20 BALANCING SECURITY, EFFICIENCY &amp; VISITOR EXPERIENCE</b></p>   <p>Improving one area often negatively impacts another without the right infrastructure.</p>



**THE BOTTOM LINE:** Without the right infrastructure and technology, these daily challenges lead to higher costs, operational risk, frustrated visitors and missed opportunities.





# THE BOTTOM LINE



MOST FACILITIES MANAGER CHALLENGES ARE **NOT CAUSED BY VISITOR NUMBERS** ALONE.

THEY ARE CAUSED BY **MANUAL, LABOUR-INTENSIVE, LOW-VISIBILITY PROCESSES** THAT FAIL UNDER SCALE.



## THE PROBLEM: MANUAL PROCESSES DON'T SCALE



LONG QUEUES & CONGESTION



LABOUR-INTENSIVE CLOAKROOMS



RISING STAFFING & OVERTIME COSTS



LOST PROPERTY ADMINISTRATION



LACK OF OPERATIONAL VISIBILITY



UNDER-UTILISED VENUE SPACE



SECURITY RISKS FROM UNMANAGED BAGS



MANUAL PROCESSES THAT DON'T SCALE



EVENT-DAY BOTTLENECKS



## THE SOLUTION: SMART LOCKERS REMOVE LIMITATIONS



**AUTOMATED SELF-SERVICE OPERATIONS**

Visitors store and retrieve belongings independently.



**HIGHER THROUGHPUT CAPACITY**

200-500% greater storage processing capacity.



**LOWER LABOUR REQUIREMENTS**

Fewer staff needed, lower operating costs.



**BETTER SECURITY & ACCOUNTABILITY**

Every transaction logged, fully traceable.



**REAL-TIME OPERATIONAL VISIBILITY**

Live dashboards and analytics for better decisions.



**REVENUE-GENERATING VISITOR SERVICES**

Turn storage into a value-adding revenue stream.



**SCALABLE EVENT-DAY PERFORMANCE**

Consistent performance at any scale.



**IMPROVED VISITOR EXPERIENCE & VENUE EFFICIENCY**

Faster journeys, happier visitors, better venues.



HIGHER COSTS. LOWER EFFICIENCY. POORER EXPERIENCE.



## SMART LOCKERS TRANSFORM VENUE OPERATIONS



REDUCE WORKLOAD & LABOUR COSTS



IMPROVE FLOW & CAPACITY



STRENGTHEN SECURITY & COMPLIANCE



DRIVE REVENUE & VALUE






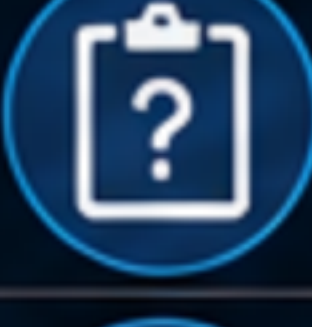






DELIVER BETTER EXPERIENCES

OPERATE **SMARTER.**  
DELIVER **MORE.**  
PERFORM AT **SCALE.**



# FACILITIES MANAGER KPI IMPACT

Smart lockers deliver measurable improvements across the metrics that matter most.

KPI	TYPICAL IMPROVEMENT
 Queue Times	↓ 50–90%
 Storage Transaction Time	↓ 80–95%
 Labour Costs	↓ 30–70%
 Lost Property Workload	↓ 60–95%
 Storage Capacity	↑ 200–500%
 Space Utilisation	↑ 20–50%
 Audit Visibility	Near 100%
 Security Accountability	100% transaction records
 Event-Day Scalability	Significant improvement
 Visitor Satisfaction	↑ 10–30%



## BOTTOM LINE

For Facilities Managers, smart lockers are **far more** than a storage solution.

They provide **operational infrastructure** that:



### REDUCES WORKLOAD

Automated self-service reduces manual tasks and administration.



### LOWERS OPERATING COSTS

Reduced labour requirements and more efficient operations lower total costs.



### IMPROVES VISITOR FLOW

Faster storage transactions reduce queues and keep visitors moving.



### OPTIMISES SPACE UTILISATION

Compact locker systems free up valuable venue space for better use.



### STRENGTHENS SECURITY AND COMPLIANCE

100% transaction records and audit trails improve control, accountability and compliance.



### ENABLES SCALABLE OPERATIONS

Consistent performance during peak events and high attendance periods.



**SMART LOCKERS. SMARTER OPERATIONS. BETTER RESULTS.**



Lower workload



Better visitor flow



Stronger security and compliance



Lower costs



Optimised space



Scalable performance

**BETTER VENUES. HAPPIER VISITORS. STRONGER PERFORMANCE.**



# SMART VENUE LOCKERS

## TYPICAL ROI & BUSINESS IMPACT

For venues, smart lockers often deliver ROI from three combined areas:

**Direct locker revenue** | **Operational cost savings** | **Increased visitor spending**





The strongest business cases typically come from combining all three.



### 1 DIRECT LOCKER REVENUE


Smart lockers create a new, high-margin revenue stream from a paid visitor service.

**EXAMPLE: 10,000-CAPACITY VENUE**

 <b>18%</b> locker uptake	 <b>35</b> events per year	 <b>£6</b> average charge	 <b>£378,000</b> annual revenue
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**TYPICAL RATES**

Standard £3-£6	Premium £5-£15	Event £4-£10	VIP £10-£25+
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 Fully digital, scalable and works across all event types.

### 2 OPERATIONAL COST SAVINGS

Automation reduces labour, administration and lost property management.

**TYPICAL ANNUAL SAVINGS**





 Cloakroom Labour	↓ 30-70%
 Temporary Staff	↓ 30-80%
 Administration	↓ 50-90%
 Lost Property Handling	↓ 60-95%


 **£35,000 – £105,000+**  
Annual savings potential (depending on venue size and event frequency)

### 3 INCREASED VISITOR SPENDING

Hands-free visitors stay longer, spend more and enjoy a better overall experience.

**TYPICAL UPLIFT**

 Dwell Time	↑
 Merchandise Spend	↑
 F&B Spend	↑
 Premium Area Usage	↑

 **5-20%**  
increase in ancillary spend


### KEY OPERATIONAL KPI IMPROVEMENTS

 Queue Times	↓ 50-90%
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### COMBINED COMMERCIAL IMPACT (EXAMPLE: 10,000-CAPACITY VENUE)





 Locker Revenue <b>£378,000</b>	+	 Operational Savings <b>£35,000 – £105,000+</b>	+	 Additional Visitor Spend <b>£126,000*</b> (*5-20% uplift)	=	<b>TOTAL ANNUAL BENEFIT</b> <b>£539,000 – £609,000+</b>
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### 5-YEAR IMPACT (EXAMPLE)

 <b>£1.89M</b> 5-Year Locker Revenue	 <b>£2.7M – £3.0M+</b> Total Commercial Benefit	 <b>12-36 Months</b> Typical Payback Period	 <b>200-500%+</b> Long-Term ROI
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### BOTTOM LINE

Smart venue lockers are far more than a storage solution – they are operational infrastructure that drives measurable financial return.

-  Reduces workload
-  Improves visitor flow
-  Strengthens security & compliance
-  Lowers operating costs
-  Optimises space utilisation
-  Enables venues to scale efficiently during peak events