

LEISURE SMART LOCKER EFFICIENCY & ROI GUIDE

Smarter Storage. Better Experiences.
Lower Costs. Higher Utilisation. Stronger Results.



IMPROVE EFFICIENCY

Automate storage processes and reduce manual workload.



ENHANCE MEMBER EXPERIENCE

24/7 self-service access for a seamless and convenient experience.



STRENGTHEN SECURITY

Secure storage with 100% transaction logging and audit trails.



MAXIMISE ROI

Lower operating costs and unlock new revenue opportunities.



REDUCE WORKLOAD

Free up staff to focus on delivering great leisure experiences.



24/7 SELF-SERVICE

Give members and guests the freedom to store and access their belongings anytime.



INCREASE UTILISATION

Improve capacity management and reduce idle or under-used storage spaces.



NEW REVENUE STREAMS

Drive additional income through rentals, premium lockers and extended access services.



SMART LOCKERS.
BETTER LEISURE.
STRONGER RESULTS.



SWIM

GYM

SPA

PLAY

LOST PROPERTY REDUCTION

Recover more. Resolve faster. Delight every customer.



Lost property creates **substantial hidden costs.**

SMART LOCKERS PROVIDE



DIGITAL AUDIT TRAILS

Every item logged with time, date and location.



SECURE STORAGE

Items stored safely in controlled access lockers.



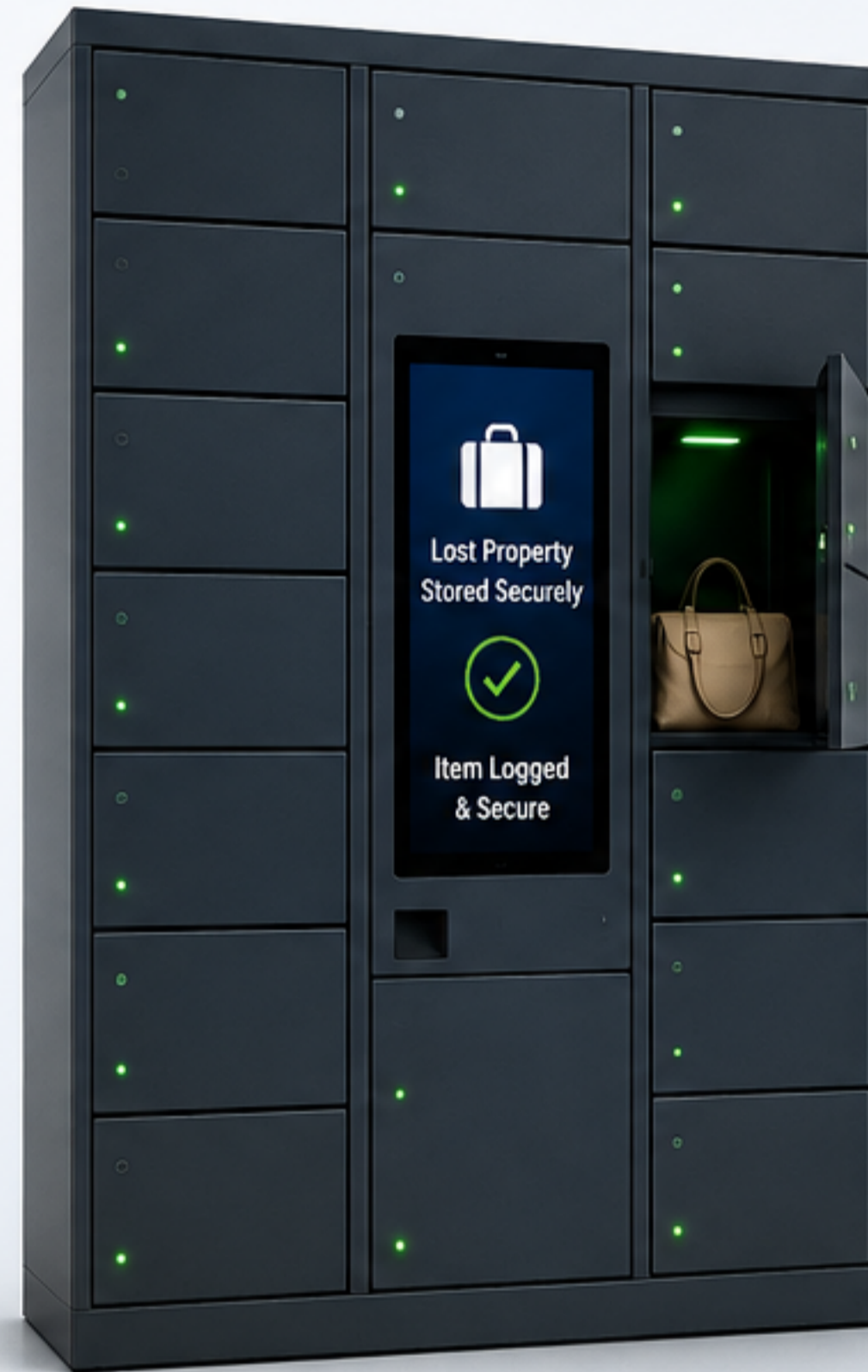
AUTOMATED NOTIFICATIONS

Instant alerts to customers when items are found.



COLLECTION TRACKING

Track collection status from drop-off to return.



ITEM FOUND
Staff stores item in smart locker.



SECURE & LOGGED
Item is secured and digitally logged.



CUSTOMER NOTIFIED
Customer is notified automatically.



ITEM COLLECTED
Collection is verified and recorded.

THE RESULTS

AREA	IMPROVEMENT
 LOST PROPERTY CLAIMS	↓ 50-90%
 INVESTIGATION TIME	↓ 70-95%
 ASSET RECOVERY RATE	↑ SIGNIFICANT
 CUSTOMER COMPLAINTS	↓ 30-70%

VISIBLE CONTROL. LOWER COSTS. HAPPIER CUSTOMERS.



REDUCE HIDDEN COSTS

Lower admin, storage and replacement costs.



SAVE STAFF TIME

Automate processes and reduce manual work.



IMPROVE ACCOUNTABILITY

Full visibility and audit trail for every item.



BOOST CUSTOMER TRUST

Faster returns and better experiences.

Smart lockers turn lost property from a **problem into a process.**



SECURE



TRACEABLE



AUTOMATED



MEASURABLE







RECEPTION & FRONT DESK BENEFITS

Smart lockers automate tasks.

Your team focuses on what matters most – *your members*.

TRADITIONAL LEISURE FACILITIES

Often require staff to:

-  Issue locker keys
-  Manage deposits
-  Handle lost keys
-  Store valuables
-  Process equipment loans
-  Manage lost property



SMART LOCKERS

Automate these processes.



SAVE TIME

Automate repetitive front desk tasks.



REDUCE WORKLOAD

Free up staff to focus on members and service.



IMPROVE EXPERIENCE

Faster service, shorter queues, happier members.



ENHANCE SECURITY

Secure storage, full audit trails, less risk.

TYPICAL RESULTS



RECEPTION WORKLOAD

↓ 30–70%



KEY REPLACEMENT COSTS

↓ 80–100%



ADMINISTRATIVE TASKS

↓ 50–80%



CUSTOMER WAITING TIME

↓ 70–95%



LESS ADMIN. MORE IMPACT.

Smart lockers streamline operations so your team can deliver exceptional member experiences.



More Time



Happier Members



Stronger Performance

FINANCIAL ROI

SMART LOCKERS DELIVER MEASURABLE RETURNS

Reduce costs. Improve efficiency. Create value.

vpod Smart Solutions

Smarter Infrastructure. Better Operations.



1 LABOUR SAVINGS

Smart lockers automate:

- Equipment issue and return
- Towel hire
- Lost property management
- Locker access
- Valuables storage
- Customer collections

2 REDUCED ASSET LOSS

Smart lockers provide:

- ✓ User authentication
- ✓ Collection tracking
- ✓ Automated audit trails
- ✓ Secure storage

3 LOWER ADMINISTRATION COSTS

Manual administration often includes:

- Logging transactions
- Managing deposits
- Handling lost keys
- Investigating missing items
- Processing customer enquiries

4 NEW REVENUE OPPORTUNITIES

Smart lockers can support:

- Premium locker rental
- Visitor storage
- Sports equipment hire
- Bicycle rental
- Watersports equipment rental
- Charging locker services

TYPICAL RESULT:
30-70%
reduction in staff time associated with manual storage and rental processes.

TYPICAL RESULT:
50-90%
reduction in equipment loss and replacement costs.

TYPICAL RESULT:
50-80%
reduction in administration workload.

TYPICAL RESULT:
New self-service revenue streams
without additional staffing costs.

LOWER OPERATING COSTS
Reduce labour, administration and replacement costs.

HIGHER EFFICIENCY
Automate processes and free up staff time.

STRONGER ASSET PROTECTION
Secure storage, tracking and accountability reduce losses.


















BETTER CUSTOMER EXPERIENCE
Faster service, 24/7 access and self-service convenience.

✓ **SMART LOCKERS. SMART INVESTMENT. STRONG RETURNS.** Delivering financial ROI across your leisure facility.

OPERATIONAL ROI

Smart lockers transform daily operations, reduce manual effort and deliver measurable performance improvements.



METRIC	TRADITIONAL PROCESS	SMART LOCKER PROCESS
 Equipment Collection	 2–5 mins	 <30 secs
 Staff Required	 High	 Low
 Audit Trail	 Limited	 Complete
 Availability	 Staff Hours	 24/7
 Lost Property Tracking	 Manual	 Automated
 Asset Visibility	 Limited	 Real-Time



IMPROVE EFFICIENCY

Faster processes and less manual handling.



REDUCE COSTS

Lower labour requirements and operational costs.



REDUCE RISK

Complete audit trails and secure storage.



ENHANCE EXPERIENCE

More availability, better service, happier members.

SMART LOCKERS. SMARTER OPERATIONS. STRONGER RESULTS.

CUSTOMER EXPERIENCE ROI

Smart lockers create better experiences that keep customers coming back.

SMART LOCKERS DELIVER:



FASTER SERVICE



REDUCED QUEUES



SELF-SERVICE CONVENIENCE



24/7 ACCESSIBILITY



IMPROVED SECURITY



TYPICAL RESULTS

AREA	IMPROVEMENT
Collection Time	<30 Seconds
Queue Formation	↓ 70-95%
Convenience	SIGNIFICANT INCREASE
Customer Satisfaction	↑ 20-40%
Complaint Levels	↓ 30-70%

THE BOTTOM LINE

For leisure operators, smart lockers deliver measurable ROI by:



REDUCING LABOUR COSTS



LOWERING ASSET LOSS



IMPROVING EQUIPMENT UTILISATION



REDUCING ADMINISTRATIVE WORKLOAD



ENHANCING CUSTOMER EXPERIENCE



CREATING NEW REVENUE OPPORTUNITIES



Many leisure facilities achieve a payback period of **12-24 months**, with the largest returns typically coming from labour savings, reduced asset loss, and increased self-service adoption.



SMART INVESTMENT. STRONGER RETURNS.



LOWER COSTS

Reduce operational and administrative expenses.



PROTECT ASSETS

Minimise loss and improve asset lifecycle.



INCREASE REVENUE

Unlock new self-service opportunities and boost utilisation.



HAPPIER CUSTOMERS

Better experiences lead to loyalty and repeat visits.



SMART LOCKERS. SMARTER OPERATIONS. HAPPIER CUSTOMERS. BETTER ROI.

LEISURE SMART LOCKER ROI PERFORMANCE

Smart lockers help leisure operators reduce operational costs, improve customer experience, increase equipment utilisation and create new revenue opportunities.



THE VALUE OF SMART LOCKERS



Reduce Operational Costs



Improve Customer Experience



Increase Equipment Utilisation



Enhance Security & Asset Protection



Enable 24/7 Self-Service



Create New Revenue Opportunities

TYPICAL ROI IMPROVEMENTS

AREA	TYPICAL IMPROVEMENTS
Reception Workload	↓ 30-70%
Equipment Rental Processing Time	↓ 70-95%
Lost Property Administration	↓ 60-95%
Customer Waiting Time	↓ 70-95%
Asset Loss	↓ 50-90%
Key Replacement Costs	↓ 80-100%
Staff Involvement in Storage Processes	↓ 50-80%
Storage Space Utilisation	↑ 20-50%
Equipment Availability	SIGNIFICANT INCREASE
Asset Tracking Visibility	100% TRANSACTION LOGGING

FINANCIAL IMPACT



LABOUR SAVINGS

Automate storage, rental and collection processes.

TYPICAL RESULT

↓ 30-70%
STAFF TIME



REDUCED ASSET LOSS

Secure storage, tracking and accountability.

TYPICAL RESULT

↓ 50-90%
ASSET LOSS



LOWER ADMINISTRATION COSTS

Automated logging, notifications and reporting.

TYPICAL RESULT

↓ 50-80%
ADMIN WORKLOAD



NEW REVENUE OPPORTUNITIES

Enable self-service rentals, premium services and more.

TYPICAL RESULT

NEW REVENUE
STREAMS

OPERATIONAL ROI

METRIC	TRADITIONAL PROCESS	SMART LOCKER PROCESS
Equipment Collection	2-5 mins	< 30 secs
Staff Required	High	Low
Audit Trail	Limited	Complete
Availability	Staff Hours	24/7
Lost Property Tracking	Manual	Automated
Asset Visibility	Limited	Real-Time

CUSTOMER EXPERIENCE ROI



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Complaint Levels	↓ 30-70%

BOTTOM LINE



**STRONG ROI.
SMARTER OPERATIONS.**

For leisure operators, smart lockers deliver measurable ROI by:

- ✓ Reducing labour costs
- ✓ Lowering asset loss
- ✓ Improving equipment utilisation
- ✓ Reducing administrative workload
- ✓ Enhancing customer experience
- ✓ Creating new revenue opportunities



PAYBACK PERIOD OF 12-24 MONTHS

Many leisure facilities achieve a payback period of 12-24 months, with the largest returns typically coming from labour savings, reduced asset loss, and increased self-service adoption.



REDUCE COSTS



IMPROVE EXPERIENCE



INCREASE REVENUE



MAXIMISE ROI