

VENUE SMART LOCKER EFFICIENCY & ROI GUIDE

Smarter Storage. Smoother Operations.
Lower Costs. Happier Guests. Stronger Results.



IMPROVE EFFICIENCY

Automate storage processes and reduce manual handling.



ENHANCE GUEST EXPERIENCE

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



STRENGTHEN SECURITY

Secure storage with 100% transaction logging and audit trails.



MAXIMIZE ROI

Lower operating costs and unlock new revenue opportunities.



REDUCE WORKLOAD

Free up staff to focus on delivering exceptional guest experiences.



24/7 SELF-SERVICE

Enable round-the-clock storage for guests, visitors and attendees.



SECURE & RELIABLE

Protect belongings with smart access, monitoring and real-time alerts.



DRIVE BETTER RESULTS

Lower costs, improve efficiency and generate new revenue streams.



**SMART LOCKERS.
BETTER VENUES.
STRONGER RESULTS.**




1 GUEST COLLECTION SPEED

Traditional cloakrooms rely on staff locating, retrieving and handing over items.

Smart lockers allow guests to collect belongings themselves.




TYPICAL RESULT

PROCESS	TRADITIONAL STORAGE	SMART LOCKERS
 ITEM COLLECTION	 2-10 MINUTES	 <30 SECONDS
 ITEM RETRIEVAL	 STAFF ASSISTED	 SELF-SERVICE
 COLLECTION DELAYS	 COMMON	 RARE

EFFICIENCY GAIN



 **70-95%**

FASTER COLLECTIONS



SHORTER WAIT TIMES



IMPROVED VENUE THROUGHPUT



HAPPIER GUESTS

2 VENUE THROUGHPUT

- Manual storage creates a processing bottleneck.
- Every transaction requires staff involvement.
- Smart lockers allow multiple guests to collect simultaneously.



TYPICAL RESULT		
METRIC	TRADITIONAL CLOAKROOM	SMART LOCKERS
TRANSACTIONS PER HOUR	20-100	200-600
PEAK CAPACITY	LIMITED	HIGH
SIMULTANEOUS COLLECTIONS	FEW	MANY

TRADITIONAL CLOAKROOM
STAFF ASSISTED. ONE AT A TIME.

VS.

LONGER WAITS
LOWER CAPACITY
MORE CONGESTION

SMART LOCKERS
SELF-SERVICE. MANY AT ONCE.

FASTER SERVICE
HIGHER CAPACITY
SMOOTHER FLOW






EFFICIENCY GAIN
200-500%

INCREASE IN TRANSACTION THROUGHPUT

- Serve more guests in the same time
- Reduce queues and wait times
- Maximise venue operational capacity
- Drive higher revenue opportunities

3 QUEUE REDUCTION


Storage and collection queues are common during:

-  VENUE OPENING
-  EVENT START TIMES
-  INTERVALS
-  EVENT CLOSE
-  LAST ORDERS


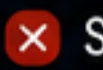

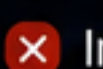
Smart lockers **remove most collection bottlenecks.**



TRADITIONAL CLOAKROOM


 LONG QUEUES. SLOW COLLECTIONS. FRUSTRATED GUESTS.



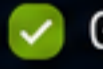
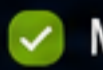


-  Long waits for storage and collection
-  Single point of service creates bottlenecks
-  Congestion at peak times
-  Impacts guest experience and flow

VS

SMART LOCKERS

 NO QUEUES. FAST COLLECTIONS. HAPPY GUESTS.



-  Guests store and collect in seconds
-  Multiple users access lockers simultaneously
-  Smooth flow during peak times
-  Better guest experience from entry to exit

EFFICIENCY GAIN



60-95%

REDUCTION IN QUEUE FORMATION

BENEFITS INCLUDE:



FASTER ENTRY



FASTER EXITS



REDUCED CONGESTION



IMPROVED CROWD FLOW



RESULT: SMOOTHER OPERATIONS. HAPPIER GUESTS.

By eliminating collection bottlenecks, smart lockers keep your venue moving, reduce congestion and create a better experience for everyone.



60-95%

FEWER QUEUES



HIGHER CAPACITY



HAPPIER GUESTS



BETTER VENUE FLOW

4 STAFFING EFFICIENCY

Smart lockers automate storage operations, reducing staff workload and improving venue efficiency.



TRADITIONAL CLOAKROOM

STAFF-INTENSIVE. MANUAL PROCESSES.

Receiving items	5 staff icons
Tagging items	5 staff icons
Storing items	5 staff icons
Retrieval	5 staff icons
Lost property administration	5 staff icons

HIGH STAFF DEPENDENCY
More staff required, higher costs, less efficiency.

VS.

SMART LOCKERS

AUTOMATED. SELF-SERVICE. EFFICIENT.

Receiving items	1 staff icon
Tagging items	1 staff icon
Storing items	1 staff icon
Retrieval	1 staff icon
Lost property administration	1 staff icon

LOW STAFF INVOLVEMENT
Automation handles most processes.

EFFICIENCY GAIN

50-90%

REDUCTION IN STAFF INVOLVEMENT

LOWER LABOUR COSTS

AUTOMATED PROCESSES

HIGHER EFFICIENCY

STAFF REDEPLOYMENT

Freed up staff can focus on higher value activities that improve operations and drive revenue.

SECURITY

Stronger venue security and risk management

GUEST SERVICES

Better guest experience and assistance.

HOSPITALITY OPERATIONS

Focus on service, food & beverage and guest comfort.

REVENUE-GENERATING ACTIVITIES

Upsell, promotions, engagement and venue experiences.

AUTOMATE STORAGE. REDUCE STAFFING NEEDS. IMPROVE OPERATIONS. DRIVE MORE VALUE.


6 LOST PROPERTY EFFICIENCY


Manual systems often lead to lost or misplaced items, disputes, long investigations and unnecessary compensation claims.


Smart lockers eliminate these issues with secure, accountable and automated storage.




MANUAL SYSTEMS OFTEN CREATE


 **MISPLACED ITEMS**
Items can be lost, placed in the wrong location or given to the wrong person.


 **COLLECTION DISPUTES**
No proof of storage or retrieval leads to guest disputes and service complaints.


 **INVESTIGATION TIME**
Staff spend hours searching, checking logs and reviewing CCTV.


 **COMPENSATION CLAIMS**
Lost items and disputes result in refunds, replacements and compensation costs.

SMART LOCKERS PROVIDE


 **USER AUTHENTICATION**
Only the authorised user can store or collect items.

 **TIME STAMPS**
Every transaction is date and time stamped automatically.

 **AUTOMATED RECORDS**
All storage and collection activity is recorded in real time.


 **FULL AUDIT TRAILS**
Complete visibility and traceability for every item and transaction.

EFFICIENCY GAIN

 **50-90%**


REDUCTION IN LOST PROPERTY INCIDENTS AND CLAIMS

RESULTS FOR YOUR VENUE

 **FEWER LOST ITEMS**
Secure storage and authentication reduce loss.

 **LESS DISPUTES**
Verified transactions eliminate "he said, she said" issues.


 **LESS STAFF TIME**
Automated records reduce investigation time dramatically.


 **LOWER COSTS**
Fewer claims and refunds reduce financial impact.




THE BOTTOM LINE

Smart lockers deliver secure, accountable storage that minimises lost property issues, reduces costs and improves guest trust.

 **50-90%**
FEWER LOST ITEMS

 **60-90%**
LESS INVESTIGATION TIME

 **50-90%**
LOWER CLAIMS & COSTS

 **HIGHER GUEST SATISFACTION & CONFIDENCE**

7 SECURITY & ACCOUNTABILITY

Every transaction is automatically recorded.

SMART LOCKER BENEFITS



USER AUTHENTICATED

Every user is verified with a unique PIN, QR code or app before accessing their locker.



TIME STAMPED

Each transaction is automatically time stamped for accuracy and accountability.



AUDITABLE

All activity is securely logged and stored for full audit trails and compliance.



TRACKABLE

Items and lockers are trackable through every step of the process.



HOW EVERY TRANSACTION IS RECORDED



1. USER AUTHENTICATION

User verifies identity using PIN, QR code or mobile app.



2. LOCKER ASSIGNMENT

Locker is assigned and door is opened for storage.



3. ITEM STORED

Item is placed in locker and door is securely closed.



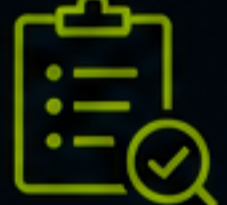
4. TRANSACTION LOGGED

System records user, locker ID, and timestamp.



5. ITEM RETRIEVAL

User re-authenticates and retrieves item from locker.



6. RECORD RETAINED

Complete record retained for audit and reporting.

EXAMPLE TRANSACTION LOG

DATE & TIME	USER ID	ACTION	LOCKER ID	METHOD	STATUS
18 May 2025 19:02:15	USER24567	STORE	A-1024	QR CODE	SUCCESS
18 May 2025 19:02:20	USER24567	DOOR CLOSED	A-1024	SYSTEM	SUCCESS
18 May 2025 21:47:33	USER24567	RETRIEVE	A-1024	QR CODE	SUCCESS
18 May 2025 21:47:38	USER24567	DOOR OPENED	A-1024	SYSTEM	SUCCESS



FULL AUDIT TRAIL

Every action is recorded and can be reviewed anytime, ensuring complete accountability and peace of mind.

EFFICIENCY GAIN

100%

TRANSACTION VISIBILITY



COMPLETE TRANSPARENCY



STRONGER SECURITY



EASY AUDITS & COMPLIANCE



BETTER DECISIONS

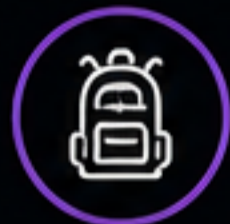


Secure. Trackable. Accountable.

Smart lockers deliver total visibility across every transaction.

8 VENUE ENTRY EFFICIENCY

For venues using perimeter lockers or pre-entry storage, guests store prohibited items before security screening.



STORE

Guests store prohibited items in smart lockers before security.



SCREEN

Guests go through security screening faster and easier.



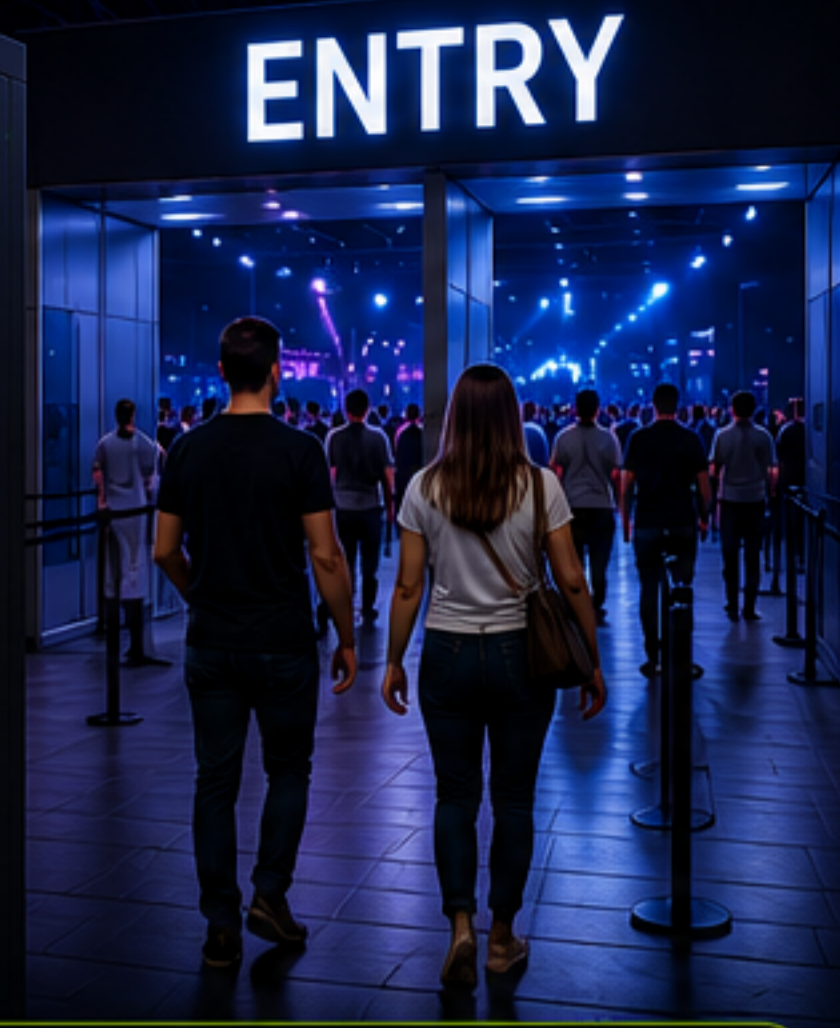
ENTER

Faster entry with fewer delays and less congestion.



ENJOY

Better experience from arrival to event enjoyment.



WITHOUT PRE-ENTRY LOCKERS

✗ MORE BAGS. MORE CHECKS. MORE DELAYS.



BAG CHECKS

Longer bag checks slow down the line.



SECURITY DELAYS

Higher screening time per person.



SECONDARY SEARCHES

More items flagged for additional checks.



ENTRY BOTTLENECKS

Long queues and congestion at entry.

VS.

WITH PRE-ENTRY LOCKERS

✓ FEWER BAGS. FEWER CHECKS. FASTER ENTRY.



FEWER BAGS

Prohibited items stored before security.



LESS DELAYS

Faster screening per person.



FEWER SEARCHES

Reduced secondary inspections.



SMOOTHER FLOW

Faster throughput and shorter queues.

EFFICIENCY GAIN



**20-60%
FASTER ENTRY
PROCESSING**



**IMPROVED SECURITY
THROUGHPUT**

RESULT: SMART LOCKERS REMOVE ENTRY BOTTLENECKS AND IMPROVE THE EXPERIENCE FOR EVERY GUEST.



FASTER ENTRY

Get more guests in, faster.



BETTER SECURITY

Focus security on threats, not everyday items.



LESS CONGESTION

Reduce crowding at entry points.



BETTER EXPERIENCE

A smoother start to an amazing event.

9 SPACE UTILISATION EFFICIENCY

Smart lockers deliver the same (or greater) storage capacity in a significantly smaller footprint.



LESS SPACE
Required



MORE VALUE
From your venue



BETTER FLOW
More room for guests



LOWER COSTS
Reduce real estate and build costs

TRADITIONAL CLOAKROOMS

REQUIRE SIGNIFICANT SPACE



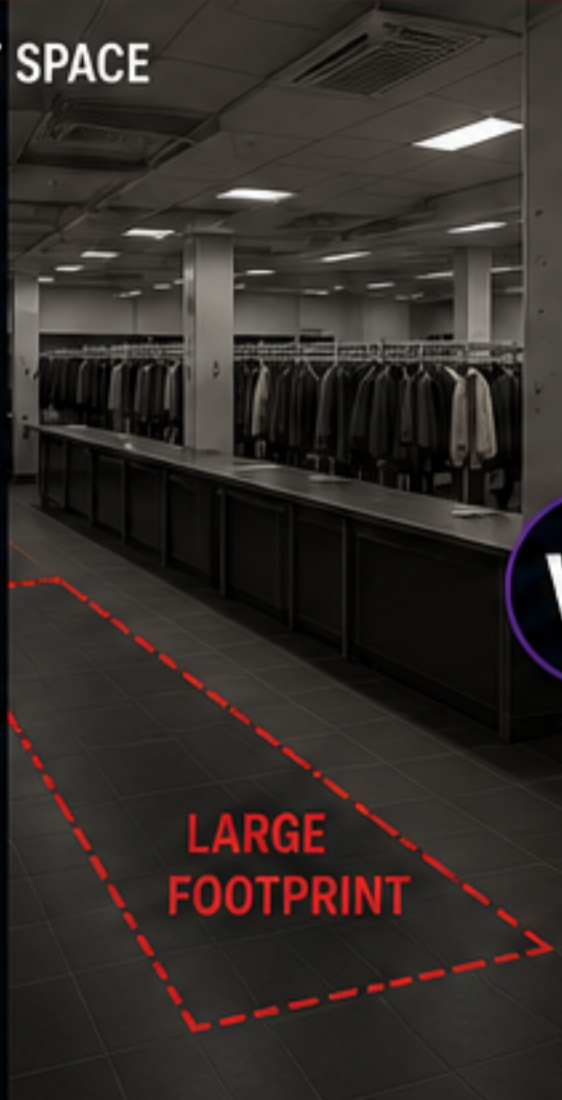
LARGE STORAGE AREAS
Racks and rails require extensive floor space.



QUEUING SPACE
Guests need room to queue during busy periods.



BACK-OF-HOUSE STORAGE
Additional space needed for overflow and lost property.



LARGE FOOTPRINT

VS.

SMART LOCKERS

SAME CAPACITY. SMALLER FOOTPRINT.



COMPACT DESIGN
Vertical storage maximises use of available space.



NO QUEUING SPACE
Self-service collection eliminates the need for large queues.



INTEGRATED STORAGE
All storage contained within the locker system.



MORE USABLE SPACE
Freed-up space can be used for guests, F&B, retail or seating.



HIGHER SPACE EFFICIENCY
Smaller footprint. Lower costs. More space for revenue.



COMPACT FOOTPRINT

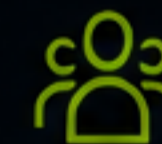
EFFICIENCY GAIN



20-50%

IMPROVEMENT IN SPACE UTILISATION

FREED-UP SPACE CAN BE USED FOR:



MORE GUESTS



RETAIL OPPORTUNITIES



F&B REVENUE



COMFORT & EXPERIENCE

TYPICAL SPACE COMPARISON

TRADITIONAL CLOAKROOM

100%

(LARGE FOOTPRINT)



SMART LOCKERS

50-80%

(SMALLER FOOTPRINT)

KEY BENEFITS



LOWER COSTS
Smaller area mean lower build and operational costs.



MORE REVENUE SPACE
Increase revenue potential with more space for guests, retail or F&B.



IMPROVED GUEST FLOW
Less congestion and more comfortable movement through your venue.



FUTURE READY
Flexible, scalable solution that adapts to your venue needs.



SMART LOCKERS HELP YOU DO MORE WITH LESS SPACE – IMPROVING EFFICIENCY, EXPERIENCE AND YOUR BOTTOM LINE.

10 OPERATIONAL AVAILABILITY

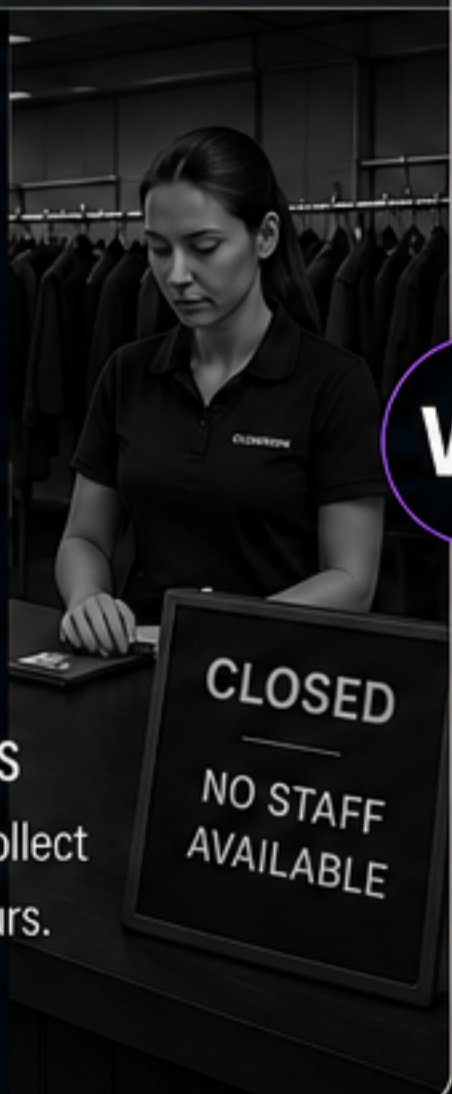
Smart lockers deliver continuous cloakroom service whenever your venue is open.

MANUAL CLOAKROOMS ONLY OPERATE WHEN STAFFED

STAFF DEPENDENT
Service is limited to staff working hours.

LIMITED AVAILABILITY
Closed when staff are unavailable.

MISSED OPPORTUNITIES
Guests cannot store or collect items outside staffed hours.



VS.

SMART LOCKERS OPERATE CONTINUOUSLY

24/7 ALWAYS AVAILABLE
Guests can store and collect items 24/7.

NO STAFF REQUIRED
Self-service technology runs independently.

MAXIMISED REVENUE
Extended availability drives more usage and satisfaction.



EFFICIENCY GAIN

24/7

SELF-SERVICE AVAILABILITY

EXTENDED OPERATING HOURS
Service available whenever your venue is open.

REDUCED STAFFING DEPENDENCY
Less reliance on staff schedules and availability.

BETTER GUEST CONVENIENCE
Guests enjoy the freedom and flexibility of self-service.

AVAILABLE WHEN YOU NEED IT MOST
Smart lockers support your venue around the clock – before, during and after events.

BEFORE EVENTS
Early arrivals can store items at their convenience.

DURING EVENTS
Continuous availability during peak times.

AFTER EVENTS
Guests can collect items after the event ends.

EVERY DAY
7 days a week, 365 days a year.

SMART LOCKERS ENSURE YOUR CLOAKROOM SERVICE IS ALWAYS AVAILABLE. ALWAYS RELIABLE. ALWAYS READY.

24/7 CONTINUOUS SERVICE






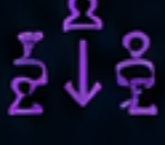

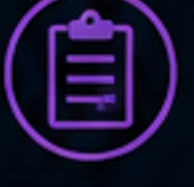
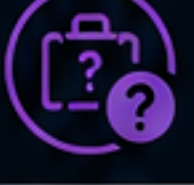



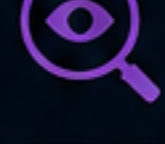
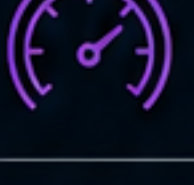

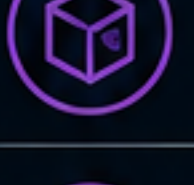
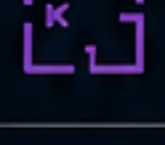

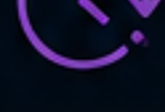
RELIABLE PERFORMANCE

GUESTS DELIGHTED

TYPICAL VENUE SMART LOCKER EFFICIENCY OUTCOMES

Smart lockers deliver **measurable improvements** across every key operational area.



OPERATIONAL AREA	TYPICAL IMPROVEMENT	BENEFIT
 GUEST WAITING TIMES	↓ 70–95%	 Guests spend less time waiting and more time enjoying the event.
 COLLECTION TIMES	<30 SECONDS	 Fast, convenient self-service retrieval in under 30 seconds.
 QUEUE FORMATION	↓ 60–95%	 Significantly fewer queues at peak times.
 STAFF INVOLVEMENT	↓ 50–90%	 Reduced staff workload and dependency.
 MANUAL ADMINISTRATION	↓ 60–95%	 Automated records and reporting eliminate manual processes.
 LOST PROPERTY CLAIMS	↓ 50–90%	 Fewer incidents, disputes and compensation claims.
 THROUGHPUT CAPACITY	↑ 200–500%	 Handle more guests and higher volumes with ease.
 TRANSACTION VISIBILITY	100%	 Complete visibility and audit trail for every transaction.
 ENTRY PROCESSING SPEED	↑ 20–60%	 Faster entry flow and improved security throughput.
 SPACE UTILISATION	↑ 20–50%	 Smaller footprint, better use of valuable venue space.
 OPERATIONAL AVAILABILITY	24 / 7	 Continuous self-service availability – day and night.



SMART LOCKERS
DELIVER **MEASURABLE
EFFICIENCY** ACROSS
YOUR ENTIRE VENUE



BETTER GUEST
EXPERIENCE



STRONGER
SECURITY



LOWER COSTS
& HIGHER ROI



SMARTER
OPERATIONS

THE BOTTOM LINE

SMART LOCKERS **TRANSFORM** VENUE STORAGE, CLOAKROOM AND ASSET HANDOVER PROCESSES FROM LABOUR-INTENSIVE OPERATIONS INTO HIGHLY SCALABLE **SELF-SERVICE SYSTEMS**.

THE IMPACT



AUTOMATE

Reduce manual tasks and staff dependency



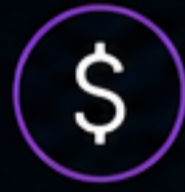
OPTIMISE

Increase throughput, capacity and efficiency



IMPROVE

Strengthen security, accountability and guest experience



REDUCE COSTS

Lower operating costs and drive higher venue profitability



SUSTAINABLE & SCALABLE

Smart lockers support your ESG goals with reduced paper, lower energy use and less waste.

**SMARTER STORAGE.
BETTER OUTCOMES.**



TYPICAL OUTCOMES



GUEST WAITING TIMES

↓ **70–95%**



COLLECTION TIMES

↓ **<30**
SECONDS



QUEUE FORMATION

↓ **60–95%**



STAFF INVOLVEMENT

↓ **50–90%**



MANUAL ADMINISTRATION

↓ **60–95%**



LOST PROPERTY CLAIMS

↓ **50–90%**



THROUGHPUT CAPACITY

↑ **200–500%**



TRANSACTION VISIBILITY

100%
COMPLETE



ENTRY PROCESSING SPEED

↑ **20–60%**



SPACE UTILISATION

↑ **20–50%**



OPERATIONAL AVAILABILITY

24/7
SELF-SERVICE

THE BOTTOM LINE BENEFITS



FASTER OPERATIONS

Serve more guests in less time.



LOWER COSTS

Reduce labour and operational expenses.



HIGHER CAPACITY

Handle more volume without more staff.



BETTER EXPERIENCE

Happy guests. Repeat visits.



STRONGER VENUE

Improved efficiency drives better results.







SMART LOCKERS DELIVER **REAL RESULTS** THAT IMPACT YOUR GUESTS, YOUR OPERATIONS AND **YOUR BOTTOM LINE.**

THE EXECUTIVE SUMMARY

SMART LOCKERS DELIVER VALUE ACROSS FOUR DIMENSIONS



ROI DRIVER	TYPICAL BENEFIT	
 <p>LABOUR REDUCTION Reduce staffing requirements and operating costs</p>	50-80%	Significant reduction in labour needed to manage storage
 <p>THROUGHPUT INCREASE Handle more transactions without increasing staff</p>	200-500%	Process far more items per hour at peak times
 <p>QUEUE REDUCTION Reduce wait times and congestion</p>	40-70%	Shorter queues and faster guest journeys
 <p>REVENUE GENERATION Create new income from storage services</p>	£100k-£1m+ ANNUALLY	New storage revenue opportunity for your venue

 <p>LOWER COSTS Reduce labour and operational expenses</p>	 <p>HIGHER CAPACITY Handle more volume without increasing staff</p>
 <p>BETTER EXPERIENCE Faster, easier and more convenient for guests</p>	 <p>REDUCED RISK Fewer losses, full visibility and stronger security</p>

FOR HIGH-VOLUME VENUES, THE STRONGEST BUSINESS CASES USUALLY COMBINE:



MAXIMUM ROI
STRONGER OPERATIONS.
HIGHER RETURNS.

This is why stadiums, arenas, transport hubs, exhibition centres and large event venues increasingly view smart lockers as a revenue-generating operational asset rather than simply a storage solution.



STADIUMS



ARENAS



TRANSPORT HUBS



EXHIBITION CENTRES



LARGE EVENT VENUES

VENUE SMART LOCKER ROI BENCHMARKS

Measurable operational improvements that deliver real business value.



METRIC	MANUAL OPERATION	SMART LOCKERS	TYPICAL IMPROVEMENT
ITEM COLLECTION TIME	3–5 mins	<30 secs	80–95% Faster
ITEM DROP-OFF TIME	2–4 mins	<20 secs	70–90% Faster
STAFF REQUIRED	4–10+ Staff	0–2 Staff	50–80% Reduction
QUEUE LENGTHS	High	Low	40–70% Reduction
PEAK THROUGHPUT	100–300 items/hr	500–1,500 items/hr	200–500% Increase
LOST ITEM INCIDENTS	Frequent	Rare	70–95% Reduction
AUDIT TRAIL	Manual	Automated	100% Transaction Visibility

- LOWER COSTS**
Reduce labour and operational overheads
- HIGHER CAPACITY**
Handle more volume without increasing staff
- BETTER EXPERIENCE**
Faster, easier and more convenient for guests
- REDUCED RISK**
Fewer losses, full visibility and stronger security

SMART LOCKERS DRIVE REAL ROI

LABOUR SAVINGS **50–80%**
 THROUGHPUT INCREASE **200–500%**
 QUEUE REDUCTION **40–70%**
 REVENUE GENERATION **£100k–£1m+** annually





High-volume venues achieve the strongest business cases when combining:
Labour Savings + New Storage Revenue + Faster Crowd Flow + Reduced Risk

STADIUMS |
 ARENAS |
 TRANSPORT HUBS |
 EXHIBITION CENTRES |
 LARGE EVENT VENUES

FINANCIAL ROI

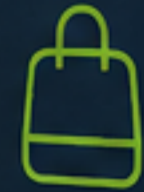
LABOUR SAVINGS

Typical venue storage operation:

EXAMPLE VENUE	ANNUAL LABOUR COST
 <p>SMALL ARENA Up to ~5,000 capacity</p>	<p>£ £40k–£80k</p>
 <p>STADIUM 5,000 – 50,000+ capacity</p>	<p>£ £100k–£250k</p>
 <p>EXHIBITION CENTRE Large indoor event space</p>	<p>£ £150k–£400k</p>
 <p>TRANSPORT HUB High passenger volumes</p>	<p>£ £200k–£500k+</p>



SMART LOCKERS.
LOWER COSTS.
HIGHER EFFICIENCY.



WHY IT MATTERS

Smart lockers can reduce staffing requirements by **50–80%**, delivering significant annual labour cost savings.



50–80%
REDUCTION IN
STAFFING REQUIREMENTS



HIGHER EFFICIENCY
Lower operating costs.
Improved productivity.
Better guest experience.



LOWER COSTS
Reduce labour and operational expenses



HIGHER CAPACITY
Handle more volume without increasing staff



BETTER EXPERIENCE
Faster service and shorter queues



REDUCED RISK
Fewer losses and stronger security