



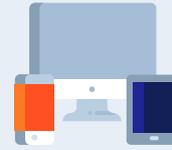
Velocity Smart Technology's Smart Locker Solution Implementation at a Prestigious American University



Click & Collect



Secure Barcode Collection



Lending Equipment

Velocity Smart Technology is a leading smart locker solution company that provides secure, efficient, and automated locker systems for various industries. In this case study, Velocity was approached by a prestigious American university to implement a smart locker solution on their campus.

Customer Overview

The customer, a prestigious American university, was in need of an advanced and efficient smart locker solution to streamline their borrowing and lending processes and enhance the overall campus experience for students and staff. The university had specific requirements, including four locker banks, each containing three lockers, and two vending machines, which needed to be fully integrated and operational before the start of the academic year in September 2020.

VELOCITY
SMART TECHNOLOGY

INDUSTRY
Education

CUSTOMER
Prestigious American University



PRODUCTS

Velocity Smart Lockers
Velocity Smart Collect
Global Support

The Challenge

The university first contacted Velocity Smart Technology in early July 2020, with a pressing deadline for implementation. They required the smart locker solution to be fully operational within just 8 weeks, compared to the standard 12-16 week timescales usually required for such projects. This timeframe was exceptionally tight, as it involved not only the commercial aspects but also the ordering, installation, and integration of smart lockers and vending machines. Additionally, Velocity had to create new application features tailored specifically to the university's needs.

Processes Used

To meet the university's requirements, Velocity implemented several standard processes as follows:

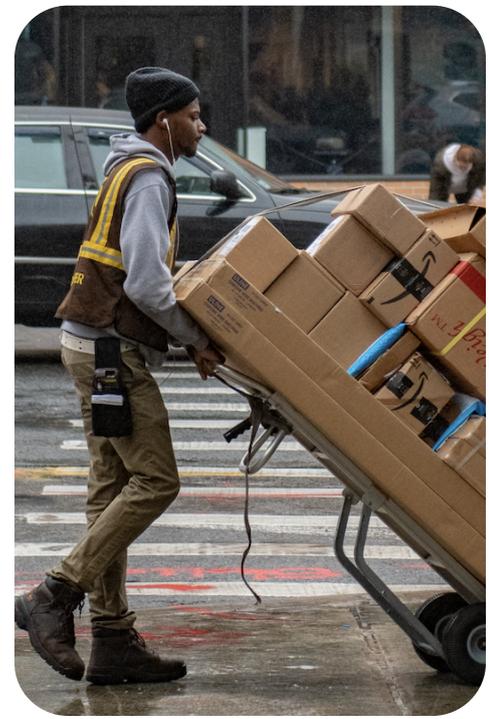
Stocking Locker: A process designed to efficiently stock the lockers with items for borrowing.

Borrow Item from Locker and then Return to Locker: This process allowed users to easily borrow items from the smart lockers and then return them when no longer needed.

Stocking Vending Machine: A streamlined process to stock and manage the items within the vending machines.

Registration for Vending Machine Use: An easy-to-follow registration process for users who wanted to access the vending machine services.

Personalized Stocking of a Locker: This process enabled users to customize their locker's contents according to their specific needs.



Stocking Locker



Borrow Return



Stocking Vending



Registration for Vending Use



Personalized Stocking

The Result:

Despite the challenging timeline, Velocity Smart Technology successfully delivered all aspects of the smart locker project according to the university's requirements. The smart lockers went live before the students returned for the new academic year in September 2020. The seamless implementation and timely delivery ensured that the university community could take advantage of the smart locker solution right from the beginning of the semester.



Transaction Volumes:

Since its implementation, the smart locker solution has witnessed significant usage. As of now, there have been over 50,000 locker and vending transactions. On average, the system processes between 1,700 and 3,500 locker and vending transactions per month. The solution has attracted over 1000 unique users, with 533 specifically registered for vending machine use.

50,000

Locker and Vending transactions over all

Between
1,700
&
3,500

Locker and Vending transactions per month

1,000

Unique users

533

Vending machine users



Customer Feedback:

The university's staff expressed their satisfaction with Velocity Smart Technology's performance and services:

University Service Director: "I have no comments for improvement. Velocity has been one of the best vendors we've ever collaborated with!!"

University Project Lead: "The PM team has continued to be an amazing resource. We were able to design, order, deliver, and install within 2 months in the middle of a pandemic. 'Thank you' doesn't begin to amount to the level of gratitude we have for your team!"

University Service Lead: "Completing the project and implementation of the smart locker system during a short timeframe. Small window of Go Live Date due to the pandemic."

Overall, Velocity Smart Technology's expertise, dedication, and efficient execution allowed the university to successfully integrate a smart locker solution on their campus, enhancing their services and convenience for students and staff alike.