

# The only native-ServiceNow Smart Locker, built **solely** for IT.

*A complete, sourced comparison of the enterprise IT smart-locker market — and why architecture, automation and pedigree, not hardware features, decide the outcome.*

| FIELD        | DETAIL                                                                              |
|--------------|-------------------------------------------------------------------------------------|
| Topic        | The enterprise IT smart-locker market — how to evaluate it, and where Velocity sits |
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## SECTION 1 · EXECUTIVE SUMMARY

## In a market full of general locker makers, **Velocity's pedigree as ServiceNow IT specialists stands out.**

Smart lockers are how enterprise IT now hands a laptop, a peripheral or a replacement device to an employee without an engineer standing there to do it. The market is crowded, and most comparisons of it focus on the wrong things — hardware form factors such as drawers versus doors, tilted worktops or built-in KVM — while staying silent on the questions that actually decide an enterprise IT deployment: **where does the intelligence and the data live, is the whole workflow automated, and was this product built for IT at all?**

This paper does three things. It explains how to read the market on the dimensions that matter. It states, accurately and from each vendor's own published material, what every serious supplier in the category actually is. And it sets out why Velocity occupies a position none of the others can claim.

### The one distinction that matters

Almost every competitor is a **locker manufacturer that connects to ServiceNow from the outside**. Most expose only an API that the customer has to build and maintain against; a few ship a pre-built connector or plugin. In every case the software, the catalogue and the asset data still live in the vendor's own cloud. Velocity is the opposite. We are a ServiceNow and IT service management business that deploys lockers — and **Velocity Smart Collect® is the only Built on Now® solution: a fully certified ServiceNow application whose logic, interface and data are native to the platform and run entirely inside the customer's own tenant**. There is no separate application, no external database and no duplicate records.

### What only Velocity does

- **Runs as a Built on Now® application — native, in-tenant, with no external data store.** “Certified” alone is not the same: a certified app can still run from the vendor's own cloud.
- **Is built solely for IT and ServiceNow.** The rest are generalists selling the same boxes into retail, parcels, education and logistics.
- **Orchestrates multiple manufacturers' hardware.** Smart Collect® already drives lockers, vending and kiosks from 8+ makers, and can adopt lockers you already own — no one else can.
- **Automates the entire workflow end-to-end.** That is the only way real cost — not just “efficiency” — comes out, and the reason Velocity can publish customer-backed ROI and a free business-case tool.
- **Is 5-star rated on the ServiceNow Store.** Most competitor listings carry no public reviews at all; several have no ServiceNow app to rate.

*If Smart Collect® delivers results like a 60% cut in onsite tickets before AI is driving the workflow, imagine what it does once ServiceNow Now Assist closes the ticket end-to-end.*

THE AI-PHYSICAL BRIDGE THESIS

## SECTION 2 · HOW TO READ THIS MARKET

## Architecture, not aesthetics, is the real comparison

Smart lockers all look similar from the outside. The difference that determines cost, security and longevity is invisible: it is the software architecture, and specifically where the asset data and the workflow logic sit relative to ServiceNow. There are three patterns in this market.

### Pattern 1 — Integrate to ServiceNow from the outside

**The largest group.** Smartbox, Signifi, Ricoh/Apex and eLocker expose a REST API that the customer must build and maintain against; CORA and LapSafe/ONARKEN go a little further and ship a pre-built connector or plugin (CORA's ServiceNow plugin, LapSafe's ONARKEN "spokes"). The difference between an API and a connector matters less than what they share: the locker is run by the vendor's own cloud platform, and the catalogue, the rules and the asset records all live outside ServiceNow. This creates a **swivel-chair operation**: assets must be loaded into the vendor cloud as well as your CMDB, producing duplicate records, reconciliation overhead and a second system for staff to learn. It also places employee and asset data in a third-party system — a data-protection and security-review burden every time.

### Pattern 2 — A certified app, but a separate instance

Used by **IVM**. IVM has a certified ServiceNow application, often presented as equivalent to native. It is not. IVM's asset database is managed in the IVM cloud, not in ServiceNow, so assets must be loaded into IVM before they can be used — duplicating records that already exist in your CMDB — and user data must be held in the IVM cloud as well. **"Certified" describes a security review; it does not mean the product is Built on Now or runs inside your tenant.**

### Pattern 3 — Built on Now, native and in-tenant (Velocity only)

Used by **Velocity Smart Collect®** — and no one else. "Built on Now®" is ServiceNow's own certification for applications whose business logic, user experience and data all live on the ServiceNow platform. The entire application is installed and runs inside the customer's instance, using your existing CMDB, asset records, approvals, roles and audit trail. **No data leaves the tenant, there is no second platform, and there are no duplicate records.** It also gives Smart Collect® the lowest technical debt in the category: because it is certified against every supported ServiceNow release, an upgrade takes hours, not a re-integration project.

*The question is not "whose locker is best?" It is "where does your asset data live, is the whole workflow automated, and how many systems must your IT team run to fulfil one request?"*

## SECTION 3 · THE ECONOMICS

## Why only full automation takes the cost out

The cost of physical IT support is labour: someone fields the request, finds and prepares the device, hands it over, updates the asset record and closes the ticket. A smart locker only removes that cost if it removes that labour. This is where most of the market quietly falls short.

A locker that simply dispenses — while the catalogue, approvals, asset updates and ticket closure still happen in a separate cloud you reconcile against, or by hand — does not remove the labour. It *relocates* it. Someone still loads the vendor cloud, still reconciles two sets of records, still closes the ticket, still manages the exceptions. The headcount stays; only the place the work happens has moved. That is why so many vendors can claim “efficiency” or “time saved” but cannot put a credible, audited figure on cost taken out.

*You cannot remove a cost you have only moved to another screen.*

Cost only leaves the business when the *entire* workflow runs automatically inside the system of record. Smart Collect® does exactly that, natively in ServiceNow: request, approval, fulfilment, asset and CMDB update, ticket closure, restocking alerts, loan and return, break/fix exchange, hardware refresh and full joiner / mover / leaver flows — with no human in the loop and nothing to reconcile. Because the labour genuinely disappears, the saving is real and measurable, which is why Velocity is the only provider that publishes customer-backed ROI and offers a free, personalised business case. Reported outcomes include up to a 90% reduction in hardware-related ticket resolution time and a 60% reduction in onsite tickets.

This is also the honest version of the AI story. Those results were delivered with traditional Smart Collect® workflows, **before AI was driving the process**. Because the workflow is already fully automated inside ServiceNow, it is the layer through which Now Assist and agentic AI will close physical-handover tickets end-to-end as they mature. A partially automated, cloud-bolted competitor cannot offer that path: you cannot hand an AI agent a workflow that still depends on a human at a second console.

## SECTION 4 · SPECIALIST OR MANUFACTURER?

## Four tests that separate the two

### 1. ServiceNow & IT service management pedigree

Velocity's origin is IT service management and ServiceNow; the locker is how we deliver the physical step of an ITSM workflow. We hold ServiceNow Service Specialist Partner status, our application is Built on Now® certified, and we are ISO 9001 and ISO 27001 certified. By contrast, Smartbox, Signifi, IVM, LapSafe, eLocker and Ricoh/Apex are hardware businesses that treat ServiceNow as one of several integrations. The one fair exception on pedigree is CORA, which grew out of Pidas, a service-desk consultancy — but CORA still runs from its own cloud, is configured by the customer, and is sold in Europe only.

### 2. A specialism in IT — or a generic locker firm?

Most providers in this category are generalists. Smartbox markets across retail, logistics, parcel and residential delivery, banking, education and e-commerce; its flagship is a retail “Smart Last-Mile” product. LapSafe's heartland is education — schools, colleges and universities — plus healthcare and the public sector. Ricoh/Apex sell into retail, logistics and mailrooms, and Apex's parent is an industrial MRO and foodservice vending business. eLocker retrofits locks across general workplace storage. For all of them, IT asset management is one vertical among many. Velocity sells to one market: enterprise IT running on ServiceNow.

### 3. Own-brand only, or multi-vendor?

Every hardware competitor here sells only their own boxes. That single-source model exposes the customer to tariffs and shipping disruption on one supply chain, a slower roadmap (new form factors must be built in-house before they can be offered), and lock-in to one lifecycle. Velocity is deliberately hardware-agnostic, which is a strategic capability in its own right — explored in Section 7.

### 4. ROI transparency

Velocity offers a free, personalised business case modelling cost reduction and ROI for the customer's own estate. In our research, no competitor offered a genuine ROI calculator or business-case tool. IVM publishes headline ROI claims (for example, 30% cost savings) but provides no model; the others rely on general “efficiency” statements. As Section 3 explains, that is not an accident: you can only publish hard ROI if your architecture actually removes the labour.

SECTION 5 · THE COMPLETE COMPARISON

Every supplier, side by side

Comparison tables in this category usually rank lockers on hardware-form choices — drawers versus doors, tilted worktops, built-in KVM — which are **design preferences**, **not capability gaps**. The table below covers the full field on the dimensions that decide an enterprise IT deployment. Marks: ✓ yes    Δ partial/qualified    ✗ no.

| Provider          | ServiceNow architecture           | Data in your tenant | Form factors               | Manages other makers' hardware | Built only for IT | Published ROI | ServiceNow Store rating | Reach           |
|-------------------|-----------------------------------|---------------------|----------------------------|--------------------------------|-------------------|---------------|-------------------------|-----------------|
| Velocity Smart    | Built on Now® — native, in-tenant | ✓ Yes               | Locker · Vending · Kiosk   | ✓ Yes — 8+ makers              | ✓ Yes             | ✓ Yes + tool  | ★ 5-star                | Global, turnkey |
| Smartbox          | API only                          | ✗ No                | Locker only                | ✗ No                           | ✗ No (retail-led) | ✗ No          | No app                  | Global          |
| Signifi (HP OEM)  | REST API                          | ✗ No                | Locker · Vending · Kiosk   | ✗ No                           | Δ Partly          | ✗ No          | No app                  | Global          |
| IVM               | Certified app, separate cloud     | ✗ No                | Locker · Vending           | ✗ No                           | ✓ Yes             | Δ Stats only  | Unrated                 | Global          |
| CORA / Pidas      | Plugin + cora Cloud               | ✗ No                | Locker + Vending           | ✗ No                           | ✓ Yes             | ✗ No          | Unrated                 | Europe only     |
| LapSafe / ONARKEN | API spokes                        | ✗ No                | Locker · Vending           | ✗ No                           | ✗ No (edu-led)    | ✗ No          | Unrated                 | UK-centric      |
| Ricoh / Apex      | API + cloud                       | ✗ No                | Locker (vending withdrawn) | ✗ No                           | ✗ No              | ✗ No          | No app                  | Global (EU-led) |
| eLocker           | API + cloud                       | ✗ No                | Locker (retrofit locks)    | Δ Locks only                   | Δ Partly          | ✗ No          | No app                  | UK-centric      |
| HP                | None native (OEM)                 | ✗ No                | Locker (OEM Signifi)       | ✗ No                           | ✗ No              | ✗ No          | No app                  | Global          |

Figure 1. The enterprise IT smart-locker field, June 2026, compiled from each vendor’s own website and ServiceNow Store listings. “Manages other makers’ hardware” is the integration-layer test (Section 7). Store ratings are as observed on the ServiceNow Store; “No app” denotes an API/cloud integration rather than a published ServiceNow application. Hardware-form items (drawers, worktops, KVM) are design choices and are deliberately excluded; one genuine capability they obscure is in-locker imaging and patching over a managed network, which Velocity’s Element Spark range provides and the others do not.

## SECTION 6 · SUPPLIER PROFILES

## What each provider actually is

### Velocity Smart Technology — Smart Collect®

An IT service management and ServiceNow specialist that deploys lockers, vending and kiosks. Smart Collect® is the only Built on Now® certified application in the category: it runs entirely inside the customer's tenant with no external database and no duplicate records, and upgrades in hours against any supported ServiceNow release. Hardware-agnostic, orchestrating 8+ manufacturers across all three form factors. ServiceNow Service Specialist Partner; ISO 9001 and ISO 27001 certified; 5-star rated on the ServiceNow Store. The Element Spark range adds in-locker charging and managed-network connectivity, so devices can be imaged, patched and rebuilt without leaving the locker.

### Smartbox

A smart-locker manufacturer whose primary market is retail and last-mile parcel delivery, with lines in logistics, residential, banking, education and e-commerce. Integrates with ServiceNow, Jira and others through open APIs; the platform runs in Smartbox's cloud with recurring SaaS charges. Lockers only — no vending or kiosk line. IT asset management is one application among many; no native ServiceNow app and no ROI tool.

### Signifi (and HP)

A global automated-retail and vending manufacturer with a dedicated IT asset line: lockers, vending and two-way video support kiosks, all on the SignifiVISION™ cloud and integrated to ServiceNow via RESTful APIs. Strong global service footprint (support centres in North America and the EU, 9,000+ field technicians, global shipment and IOR). HP's workplace locker offering is OEM Signifi hardware with no native ServiceNow application of its own — hardware-led, integration second.

### IVM, Inc.

A global locker and vending manufacturer (patented SmartLocker®, SmartHub® platform) focused on IT devices, with blue-chip customers. It has a certified ServiceNow app, but the asset database is managed in the IVM cloud, not in ServiceNow — so assets and user data must be loaded into IVM, duplicating CMDB records and placing personal data in an external system. Lockers and vending; a cellular option deliberately bypasses customer IT, underlining that the system sits outside the tenant. Publishes ROI statistics but no model.

### CORA by Pidas (cora technology solutions AG)

The most credible competitor on pedigree: CORA grew out of Pidas, a service-desk consultancy. A combined IT locker-and-vending unit with a ServiceNow plugin (OAuth 2.0) that syncs to the cora Cloud, where the workflow logic and data live and which the customer configures. Genuinely IT-focused and well engineered, but cloud-dependent rather than in-tenant, and sold in Europe only (around 70 customers across ten European countries). No public ROI tool.

### LapSafe® / ONARKEN®

A long-established UK locker and charging manufacturer whose heartland is education, with healthcare, public sector, retail and hospitality alongside. The ONARKEN® cloud platform offers lockers and peripheral vending and integrates with ServiceNow (and Halo, Freshservice, Alemba) through API



“spokes” — a connector with no pre-built ServiceNow use cases. Own-brand hardware, cloud-hosted data, education-first. No ROI tool.

### **Ricoh / Apex**

Ricoh acquired Apex’s European smart-locker business in 2021 and offers lockers as part of a managed workplace service, on the RICOH Smart Locker / Apex Trajectory cloud (hosted in Europe) and integrated to ServiceNow and TopDesk via API. Lockers and mail/parcel use cases; the vending line has been withdrawn. Heritage is managed print and workplace services — cloud-hosted, managed-service-led, single-source hardware, and not a ServiceNow or ITSM specialist.

### **eLocker**

A UK provider whose distinctive angle is retrofit: its eLock Pro wireless locks convert existing mechanical lockers into smart ones, with an eLocker “Techbar” flow for IT collection and return. Browser- and card-based rather than kiosk-based; no vending line. Integrates with ServiceNow and booking systems from its own cloud rather than running natively. Strong in general workplace storage and IT click-and-collect; not ServiceNow-native and no published ROI.

### **Others in the field**

The wider scan (including organic-search competitors) surfaces generalist or regional players such as iLockerz, Variocube, Keynius and a long tail of parcel- and vending-focused vendors. None is a ServiceNow-native, IT-only specialist, and they compete chiefly in parcel, retail or general workplace storage rather than ServiceNow-governed IT fulfilment.

## SECTION 7 · THE VELOCITY POSITION

## Why native, IT-only and multi-vendor wins

Stack the tests together and the field separates cleanly. Everyone can open a door and log a transaction. Only Velocity does all of the following at once: runs as a Built on Now® application inside the customer's tenant with no external data store; is built solely for IT and ServiceNow; automates the entire workflow so real cost comes out; orchestrates hardware from multiple manufacturers; and helps the customer prove the ROI before they commit.

For an enterprise IT buyer, that removes the three hidden costs the hardware-led vendors carry: the **second system** their staff must run, the **duplicate data and reconciliation** between a vendor cloud and the CMDB, and the **fresh security and data-protection review** triggered every time employee and asset data is pushed to an external platform. With Smart Collect® there is no second system, no duplicate data and nothing leaving the tenant.

### Smart Collect® as the integration layer — the SI for physical IT

There is one capability no competitor can match, and it is the most strategic of all. Every other provider manages only its own hardware. **Smart Collect® is hardware-agnostic: it already orchestrates lockers, vending and kiosks from more than eight different manufacturers, all from one native ServiceNow application.** Think of it the way enterprises already think about printers: a universal print-management layer lets an organisation standardised on one brand add another and still manage every device centrally from a single console. Smart Collect® is that universal layer for physical IT fulfilment hardware.

This is proven, not theoretical. At a global pharmaceutical and biotech customer, Velocity took lockers the customer had **already bought from other manufacturers** and brought them under Smart Collect® — so the customer gained the full automation, workflow and audit benefits without ripping out and replacing hardware they had only just installed. Where needed, Velocity can even replace a locker's internal controller to upgrade legacy hardware to work with the application. No other provider in this paper can adopt a competitor's lockers in this way.

*Smart Collect® is, in effect, a service integrator for physical IT: one ServiceNow-native platform that manages whatever hardware you already have, or choose to buy, from any maker.*

Put together, it is a unique position. Velocity is the only provider that is Built on Now® native, IT-only, fully workflow-automated, multi-vendor and integration-ready, with published ROI and a 5-star ServiceNow Store rating. Competitors are locker manufacturers who integrate to ServiceNow. Velocity is a ServiceNow and IT service management company that makes the lockers disappear into your existing workflow — whoever made them.

### In one line

Most comparisons in this market compare boxes. The decision that matters is about **architecture, automation, specialism and data sovereignty** — and on all of them, the only native-ServiceNow smart locker built solely for IT is Velocity.

## SECTION 8 · THE BUYER'S CHECKLIST

## Twelve questions to ask any smart-locker supplier

If you are evaluating providers, these are the questions that cut through the hardware demos and reveal what you are actually buying. We have noted, in brackets, the answer we believe a buyer should be looking for.

- 1. Is it a native ServiceNow application, or an integration?** Ask specifically whether it is Built on Now® certified (native) or merely “certified” — which can still run on a separate cloud. This one answer determines most of the others.
- 2. Where do our asset and employee data live — in our tenant, or your cloud?** If data leaves the tenant, expect a fresh security review and a GDPR question on every deployment.
- 3. What does it cost to build full smart-locker workflows into our ITSM platform — incident/break-fix, request, loan and return, and joiners/movers/leavers?** If these are not pre-built, you are paying to build and maintain them. (Velocity ships all of these natively.)
- 4. Will it require additional ServiceNow licences — for an external database, integration hub or extra custom tables?** Hidden platform licensing can dwarf the hardware cost. (Built on Now® apps use your existing platform; no external store.)
- 5. When we upgrade ServiceNow, will your app and integration stay in sync automatically, or break and need re-testing?** Ask for the upgrade effort in hours or days. (Smart Collect® is certified against every supported release and upgrades in hours.)
- 6. Can you provide customer-backed ROI papers quantifying money saved — not just “efficiency” percentages?** If a vendor cannot show cost taken out, it is usually because its architecture only relocates the labour (Section 3).
- 7. Do you publish a customer satisfaction or NPS score?** Ask for the number, not an anecdote. (Velocity’s NPS is +94.)
- 8. Will you implement it into ServiceNow for us, including the ServiceNow consultancy?** A hardware vendor that leaves the ServiceNow build to you is selling you a box, not an outcome.
- 9. How long does a full implementation take, and can you give references with comparable scope?** Ask how quickly those customers saw ROI. (Velocity typically implements in 3–5 weeks, with customers seeing returns within months.)
- 10. Do you provide lockers, vending and kiosks orchestrated by one platform, or only one type of box?** A single form factor rarely covers every use case across a real estate.
- 11. If we already own lockers from another manufacturer, can your platform manage and automate those too?** This is the integration-layer test. Only Velocity can adopt a competitor’s hardware rather than force a rip-and-replace.
- 12. Is your application rated on the ServiceNow Store, and by how many customers?** An unrated or absent listing tells you how much real ServiceNow adoption sits behind the pitch. (Smart Collect® is 5-star rated.)

**On every one of these questions, one provider answers yes across the board.** That is the point of asking them.

## NEXT STEP

### See Smart Collect® in your own tenant

If you run on ServiceNow, the fastest way to judge the difference is to see it inside your own instance. Book a discovery workshop and we will map your physical handovers, scope a single pilot use case, and show you Smart Collect® running natively — no second platform, no data leaving your tenant.

Visit [velocity-smart.com](https://velocity-smart.com) to book a discovery workshop, request a personalised business case, or talk to a ServiceNow architect.

## APPENDIX

## Method and sources

Supplier characteristics were verified against each provider's own website and ServiceNow Store listings in June 2026, alongside Velocity's internal supplier review and an organic-search competitor scan. Key references: the ServiceNow Store listings for Velocity Smart Collect® (Built on Now®), CORA (cora technology solutions AG), ONARKEN Smart Locker Spokes (LapSafe) and IVM Smart Service; the product sites of Smartbox, Signifi, IVM, CORA, LapSafe, Ricoh and eLocker; Ricoh's 2021 acquisition of Apex's European business; and Velocity's Smart Collect® and Element Spark documentation. Architecture and data-location statements reflect each vendor's published integration model: where a vendor exposes only an API or operates from its own cloud, the asset data and workflow logic sit outside the customer's ServiceNow tenant by definition. Customer outcomes are stated anonymously by sector; named references are available under NDA.

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