



Customer Success Story

LOCKALL





Introduction

When Lockall was established in 2020, it aimed to stand out in the Paris region's competitive self-storage market. Recognising the need for a unique offering, it turned to Sensorberg's Smart Storage solutions. Sensorberg's innovative technology enabled Lockall to introduce modern self-storage facilities that are both highly secure and technologically advanced. This strategic implementation not only distinguished them from competitors but also allowed them to cater to the evolving demands of their customers for convenience, security, and efficiency.

Vision: Meeting the Evolving Needs of Customers

Lockall sought a digital solution to enhance security, streamline operations, and provide customers with autonomous access. Sensorberg's Smart Storage solution proved to be the perfect fit to address these needs.

Sensorberg's advanced digital locker system has been instrumental in overcoming the various operational challenges Lockall faced. By implementing Sensorberg's technology, Lockall significantly enhanced security, improved efficiency, and elevated the overall customer experience at their facilities. The innovative solution provides real-time monitoring capabilities, streamlines operations, and offers customers the convenience of autonomous access through their smartphones, even during extended opening hours.

This successful implementation has allowed Lockall to deliver a seamless and secure self-storage experience, reinforcing its position as a market leader known for innovation and customer-centric solutions.

Solution: Step Onto the Journey of Digital Transformation With Sensorberg

Advanced **Security**

Sensorberg's Smart Access solution substantially improved the security of Lockall's self-storage facilities. The digital lockers ensure that only authorised individuals can access the storage units, reducing the risk of theft and unauthorised access.

Enhanced **Efficiency** and **User Experience**

With the introduction of Sensorberg's Smart Access solution, Lockall has significantly improved operational efficiency. The automation has reduced the need for physical keys and manual access control, allowing staff to focus on other crucial tasks and enhancing overall efficiency. This transformation has led to smoother management processes and a more streamlined operation.



Customer **Convenience**

For customers, Sensorberg's solution offers the convenience of accessing their storage units autonomously using their smartphones. This flexibility has greatly enhanced customer satisfaction by eliminating the need to worry about losing keys. The ability to manage access remotely has created a seamless and user-friendly experience, further contributing to a more enjoyable interaction with Lockall's services.

Real-Time **Monitoring** and **Control**

The digital access system provided real-time data and analytics, allowing Lockall to monitor access patterns and respond quickly to any issues. This improved Lockall's ability to manage the facility and ensure smooth operations.

Market **Scalability**

Sensorberg's smart solution is highly scalable, making it easy for Lockall to expand services and add more units without significant changes to the infrastructure. This flexibility has been crucial for Lockall's growth strategy.



Seamless facility management with One Access app.



About Lockall

Lockall distinguishes itself by extensively implementing Sensorberg's technology. With over 26,500 square meters of storage space spread across five centres and over 1,800 users of Sensorberg's Smart Access solution, Lockall has firmly established its position in the market.

Key Facts



5 facilities
in operation

with

3,700

storage units

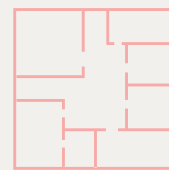


over 1,800
users



Workspaces

Lockall offers private offices, meeting rooms, and workshop spaces - all equipped with the Sensorberg solution.



Large Secure Areas

26,500 m² of storage and workspace distributed among five centres with secure digital access.

Key Benefits



Time Savings

Lockall estimates a saving of approximately 30% of the time usually spent managing access to traditional storage units. This allows staff to focus on enhancing customer service and other critical operational tasks. The automation of access control and real-time monitoring has streamlined operations, leading to smoother and more efficient management processes.

Reduced Maintenance Costs

The low-maintenance nature of the digital system has contributed to cost savings and operational efficiency, as Lockall has used Sensorberg's Smart Access solution from the very beginning.



Customer Satisfaction

Lockall's customer satisfaction ratings have been outstanding, with over 1,000 customer reviews averaging 4.9 out of 5. Customers have expressed the high level of satisfaction with the ease of use, convenience, and enhanced security provided by the digital access system.

Enhanced Customer Experience

Lockall's customer feedback has been excellent, with an average rating of 4.9 out of 5. Customers are highly-satisfied with the modernity of the centres and the ease of use provided by the app and smart access system.



"Wonderful place clean cool technology with easy in/out. Great hours and nice staff." - Trustpilot Review

"The premises are modern and the staff very welcoming and professional. Everything is done via an application. I really recommend this agency." - Google Review

Business Model and Competitive Advantage

Operational Efficiency

The automation of access control with Sensorberg's technology reduces the need for manual intervention, allowing Lockall's staff to focus on customer service and operational improvements. Additionally, it supports operational expansion without requiring major infrastructure changes. The system's real-time data and analytics enable Lockall to make informed decisions that optimise facility management and enhance services. By minimising reliance on physical keys and traditional locks, Lockall effectively reduces maintenance and replacement costs, as well as expenses related to security staffing.

Competitive Edge

Lockall stands out in the region as the only self-storage provider offering a smart access solution powered by Sensorberg. This distinctive feature greatly enhances the security of their centres and attracts customers who value modern, tech-savvy solutions. By leveraging Sensorberg's technology, Lockall has established itself as a market leader, appealing to a customer base that prioritises innovation and advanced security measures.



Setting a New Standard in Self-Storage

Implementing Sensorberg's Smart Access solution has greatly benefited Lockall, significantly enhancing their operations.

This innovative solution has revolutionized how Lockall manages its facilities, boosting security, efficiency, and customer satisfaction.

As Lockall continues to grow and expand, Sensorberg remains an essential partner, helping to set new standards in smart self-storage management and delivering exceptional experiences for Lockall's customers.



We chose Sensorberg over other smart access solutions providers because of its cutting-edge technology and the exceptional level of security and convenience it offers. What we particularly like about working with Sensorberg is their commitment to innovation and customer satisfaction. Their solution has seamlessly integrated into our operations, significantly improving our efficiency and providing our customers with a modern, hassle-free experience. Sensorberg's support team has been responsive and proactive, making our partnership smooth and productive. We are thrilled with the positive impact their solution has had on our business and look forward to continuing our collaboration as we expand.



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