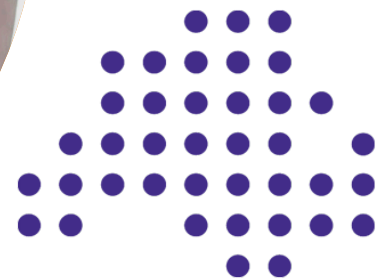




## CASE STUDY

# Mitie - Pinpoint; Smart Locker Integration

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Pinpoint was created seven years ago and has been developed over the years to become Mitie's main platform in helping its customers deliver their track and trace objectives. Most recently Pinpoint has been integrated with smart lockers, making it a ground-breaking service for clients to receive deliveries or parcels at work in a more cost-efficient and secure way.

In the current changing environment, continued deliveries to work have been vital. Mitie launched Pinpoint's new smart locker feature alongside strategic partner Totalmobile. Mitie's client wanted to transform the way deliveries were made and also make it more efficient for staff and the business. The integration has been well received and Mitie's client is absolutely delighted in using this solution. Even in a short space of time, the benefits are being realised making it easier, safer and manageable for parcels to be delivered at any workplace.



## Solution

Pinpoint integrates with smart lockers which ultimately allows users to log business and personal items for collection when they are ready. Providing full reassurance that the items are kept safe at all times and collection can be made at the employees' convenience.

The built-in workflow enables the client to log an item on the system, an API is called to the locker for availability and a locker is then allocated. The API calls back and reserves a locker, by entering the assigned pin the locker is opened to leave items. A message immediately goes to the client to inform them their parcel is ready to collect.

The project was largely delivered remotely due to the current pandemic. Nevertheless, the launch of the new feature has proven to be a success. The client understood how the system operated and staff using the solution have found it a very seamless process and have been very receptive towards it.

## Benefits

Despite the recent deployment, Mitie already sees a step change in their operations thanks to smart lockers. Time is more efficiently managed thanks to efficient deliveries that eliminate the need for ongoing parcel drops. This ensures maximum time is spent on task while helping reduce unnecessary face-to-face contact during service hours.

Staff feedback has been very positive. Account Management and Operations teams highlight the ease of adoption and praise using such a straightforward system. Inefficient workflows have been dramatically reduced thanks to a locker 'bank' for dropping goods when not on delivery. Employees are now empowered to manage their time effectively and collect the required goods only when needed, contributing to an agile working environment for Mitie.

## Future Plans

This Pinpoint application is part of Mitie's framework and it will continue to be developed further over time. Today it's the new way of working, having integrated workflows, allowing time to be utilised more efficiently. The solution has the flexibility to be customised to each client and Mitie has proven this solution is successful when presented with new challenges and opportunities.

**Pat Fox, Director, Document Management, Mitie said:** "Since integrating our smart lockers into Pinpoint we can now offer a smarter approach to our mailroom logistics. Our operations teams are able to work more effectively, as they're no longer spending unnecessary time trying to redeliver the same items, and more safely, as person-to-person contact has been reduced."

"We are proud to be working with Mitie and supporting their clients by providing an extra level of flexibility that makes their working lives easier," comments Nick Jeffreys, MD of Property and Facilities Management at Totalmobile. "Not only does the Pinpoint smart locker integration keep delivered items secure while awaiting collection, but it makes the entire process completely seamless, straightforward and user friendly. It benefits everyone involved."



### What's Next?

To learn more about our products & solutions , visit <https://www.totalmobile.co.uk> or contact us via the details on the back of this document.



Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

## Belfast HQ

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111