

Case Study

Chennai Railway passengers unlock convenience and security with Fonzel Smart Luggage Lockers—**Every Journey Deserves Peace of Mind**



Challenge

Security Concerns – Cloakroom systems are prone to theft, unauthorized access, and lost keys, making passenger belongings vulnerable.

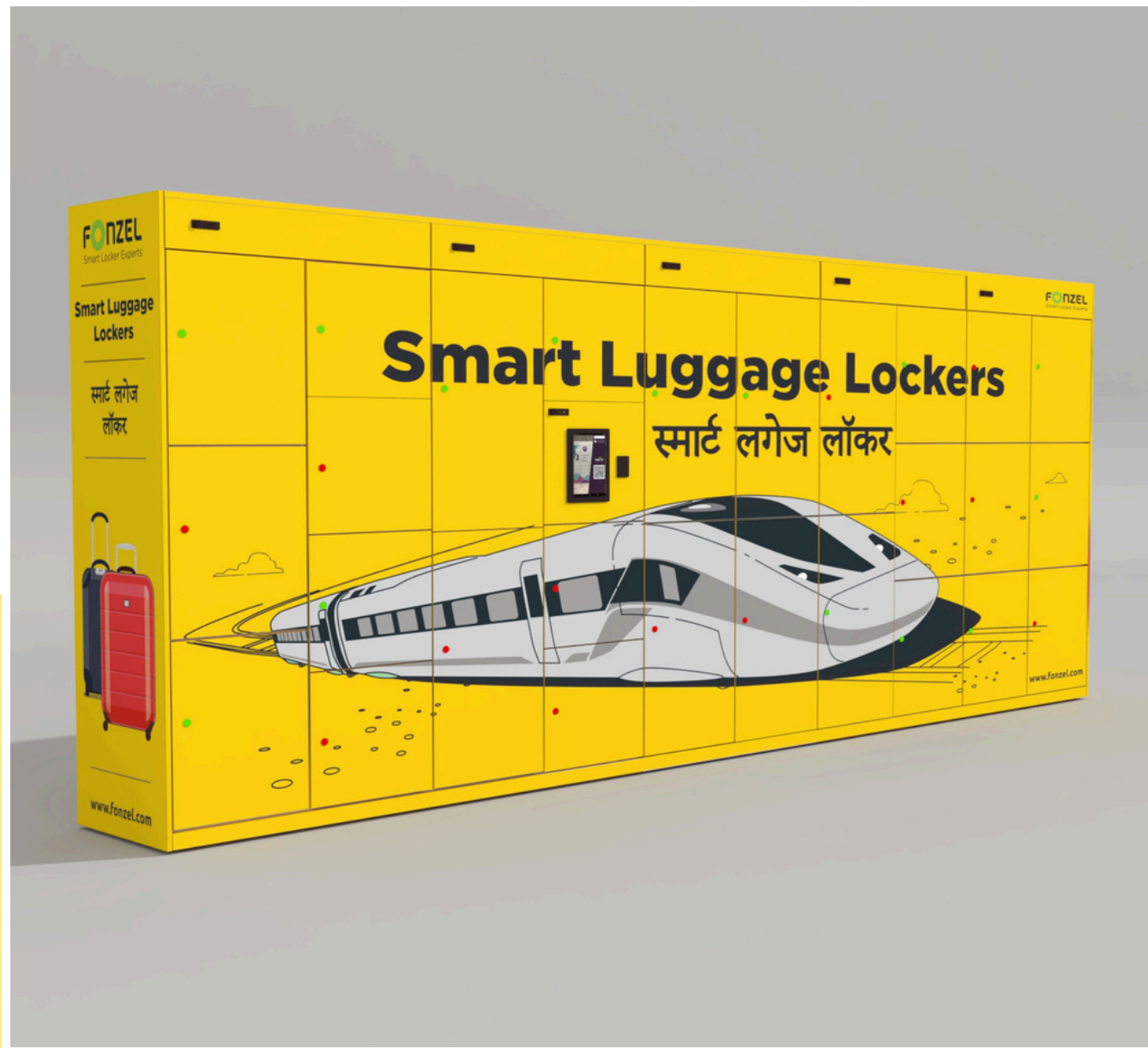
Lack of 24/7 Accessibility – Many railway cloakrooms have restricted hours, causing inconvenience for travelers with odd-hour arrivals and departures.

Unorganized Storage – Inefficient locker management can lead to misplaced luggage, overcrowding, and confusion at storage counters.

Dependency on Staff – Traditional cloakrooms require constant staff supervision, limiting operational efficiency and increasing overhead costs.



Our Solution



- We provided **84 metal lockers** at Chennai Railway Station, optimizing space and security for passenger belongings.
- Enabled **OTP-based access**, delivering a **seamless and user-friendly** locker experience for travelers.
- Integrated payment systems, **allowing customers to conveniently pay via UPI or card**, eliminating the need for manual transactions.
- Offered a **smart, tech-enabled amenity** that supports **Indian Railways' digital transformation goals** and **improves passenger convenience**.



Travelers Feedback



At **Chennai Railway Station**, passengers shared how **Fonzel's** smart lockers made their travel worry-free and convenient.

"Storing our bags was quick and easy—we could explore the city without stress!"

Students for exams found it helpful

"We felt carefree knowing our belongings were safe while we focused on our exams."

The secure, self-service lockers offered freedom, peace of mind, and ease for all users.



Benefits Of Solution



- **Seamless Passenger Experience** - Effortless locker access via OTP, with no need for keys or manual intervention, ensuring a smooth and stress-free journey.
- **Security** - Digital access control with real-time monitoring ensures safety of belongings, reducing the risk of theft or misplacement in a high-traffic environment.
- **Effortless Locker Management**- Automated system simplifies locker allocation and usage for both passengers and railway authorities, reducing operational overhead.
- **Real-time monitoring and usage insights** - Allowing to optimize locker utilization and improve traveler experience.



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