



Hapag-Lloyd

Case Study

FONZEL
Smart Locker Experts

How **Fonzel** helped **HapagLloyd** to automate and expedite the shipping documents exchange process by providing **SmartLocker** to create the **Smart Counters!**

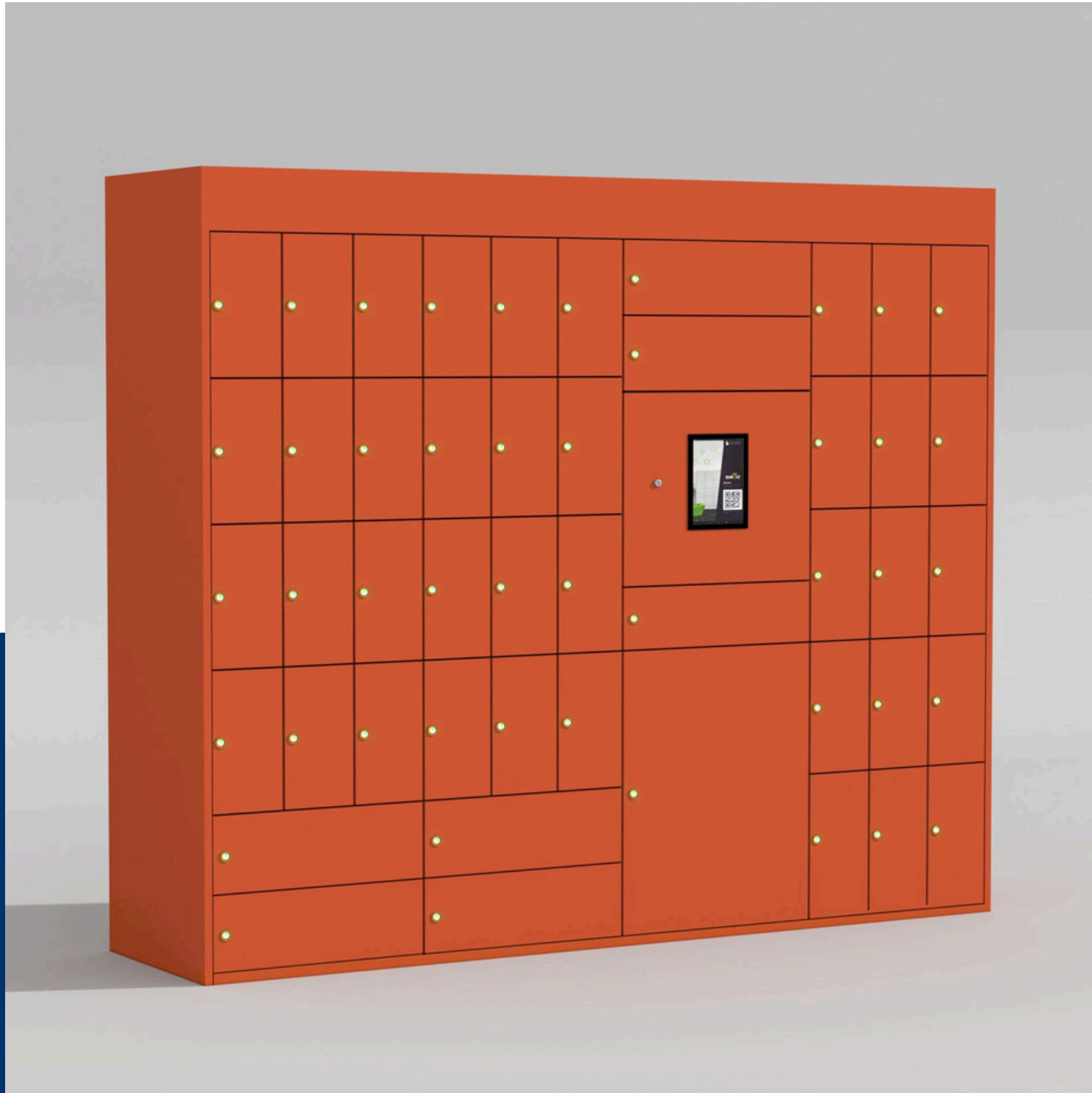




Challenge

- Document exchange possible **only** during standard business hours.
- Unpredictable **time consumption** of the runners during rush hours.
- Excessive **queuing and chaos** due to limited no. of counters.





Our Solution

Self-ServiceSmart locker solution
(Smart Counter) available **24x7**

- Locker Type -Metal
- No. of Lockers -47 Compartments
- Lock Type -DuroItSmart Locks
- Usage Type -PUDO (Pick up-drop off)
- OPEX saving –Saving of 2 resources equivalent to **INR 10 Lacs**per annum





Client Feedback

*“Your most important asset **TIME**. This is why at our New we created our **Smart Counter** Delhi office. Contactless, always available, and with **ZERO** waiting times, we ~~add 100%~~ to convenience”*

Benefits of Solution

- **24x7** pick-up and drop-off
- Critical **time saving** during rush hours
- **Customer Delight!**





Future potential

This Digitization journey will now continue throughout Hapag Lloyd offices across **PAN India, Middle East, and the African region.**



FONZEL

Smart Locker Experts

APAC | INDIA | EMEA

www.fonzel.com
contact@fonzel.com

Contacts

+60 12 403 7785 (Malaysia)
1800 2678 737 (India Toll Free)

