

Smart Locker ROI & Procurement Guide

Build a defensible business case and compare vendors fairly

Designed for

Procurement, IT, facilities, finance and operations teams evaluating smart locker projects.

ERGO Hong Kong

Practical guidance for secure, scalable and user-friendly smart locker procurement.

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How to Use This Guide

A smart locker business case should measure operational savings, avoided loss, service availability and user experience - not only compare cabinet prices. Total cost includes hardware, software, integration, installation, support and internal process ownership.

Quick Procurement Checklist

1	Document the current manual process, staffing and transaction volume.
2	Estimate losses, delays, unreturned assets and support workload.
3	Define measurable target outcomes.
4	Compare total five-year cost, not only initial price.
5	Pilot the workflow and agree acceptance criteria before full rollout.

1. Sources of Value

Labour reduction	Minutes saved per issue/return	Lower helpdesk workload
Asset loss reduction	Annual missing or unreturned items	Avoided replacement cost
24/7 availability	Transactions outside staffed hours	Improved service access
Faster onboarding	Time to issue equipment	Earlier employee productivity
Audit improvement	Hours spent reconciling records	Faster compliance reporting

2. Total Cost of Ownership

- Cabinet and electronic locks.
- Touchscreen, reader, controller and networking.
- Software licence or server cost.
- Integration and customization.
- Freight, installation and commissioning.
- Warranty, support, spare parts and future expansion.

3. Vendor Evaluation

- Demonstrated workflow using representative items.
- Clear responsibility for hardware and software support.
- Documented network and security requirements.

- Serviceability and spare-lock availability.
- References or pilot methodology.
- Written acceptance criteria and project timeline.

4. ROI Tip

Use conservative assumptions. A credible business case based on verified transaction volume and current labour is stronger than exaggerated percentage savings.

Relevant ERGO Hong Kong Pages

Use these pages to compare platforms, applications and customization options.

Smart Locker Systems Overview of secure intelligent locker platforms.	View online
Smart Locker Collection Browse RFID, PIN, biometric and app-access locker options.	View online
Custom Smart Lockers Custom sizes, compartment layouts and workflows.	View online
Smart Locker Infrastructure Software, network and management platform considerations.	View online
Smart Locker Systems Platform overview and common workflows.	View online
Custom Smart Lockers Discuss compartment, workflow and integration customization.	View online
Contact ERGO Hong Kong Request a project discussion or recommendation.	View online

Need help choosing a configuration?

Share your use case, number of users, device or item dimensions, workflow, access method, location and integration requirements. Our Hong Kong solutions team can recommend a suitable configuration.

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Important Note

This guide supports preliminary selection only. Final suitability depends on exact dimensions, user workflow, site conditions, network policy, safety requirements and integration scope. Confirm specifications and availability before ordering.