

Case Study

Problem

When one of Canada's top insurance companies eliminated their mail room, package management got complicated. They digitized as much as they could, but their business requires sending and receiving stacks of physical paperwork. Employees had to search through disorganized piles of mail to find deliveries and juggle outbound mail for couriers.

Solution

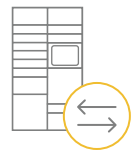
The insurance company needed a solution that would simplify this time-consuming and frustrating process. They explored multiple options and decided that Luxer One was the best fit for their unique needs.

After Luxer One completed a series of rigorous security tests, the insurance company installed two Luxer Locker towers. Today, mail carriers use the lockers to shuttle dozens of case files, signed documents, and more between their many buildings throughout Toronto.

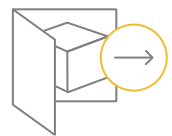
The insurance company's experience with Luxer One has exceeded their expectations. Many of their employees frequently work offsite and love knowing that their mail is secure until they return, with video records of the chain of possession. Besides this peace of mind, employees are genuinely excited to use the lockers on a daily basis. Far from the days of digging through mail piles, it's common to hear employees say, "I can't wait until I get to pick up a package!"



Peace of mind for
375+ employees



100+ locker
transactions per week



40% locker usage
is outbound

"For us, it was a no-brainer when it came down to choosing Luxer. The experience is very intuitive and user-friendly, and it keeps our administrative load low behind the scenes."

— Supplier Manager | Top Canadian Insurance Company