



Hapag-Lloyd

Case Study

FONZEL
Enhancing Workspaces

How **Fonzel** helped **Hapag Lloyd** to automate and expedite the shipping documents exchange process by providing Smart Lockers to create the **Smart Counters!**

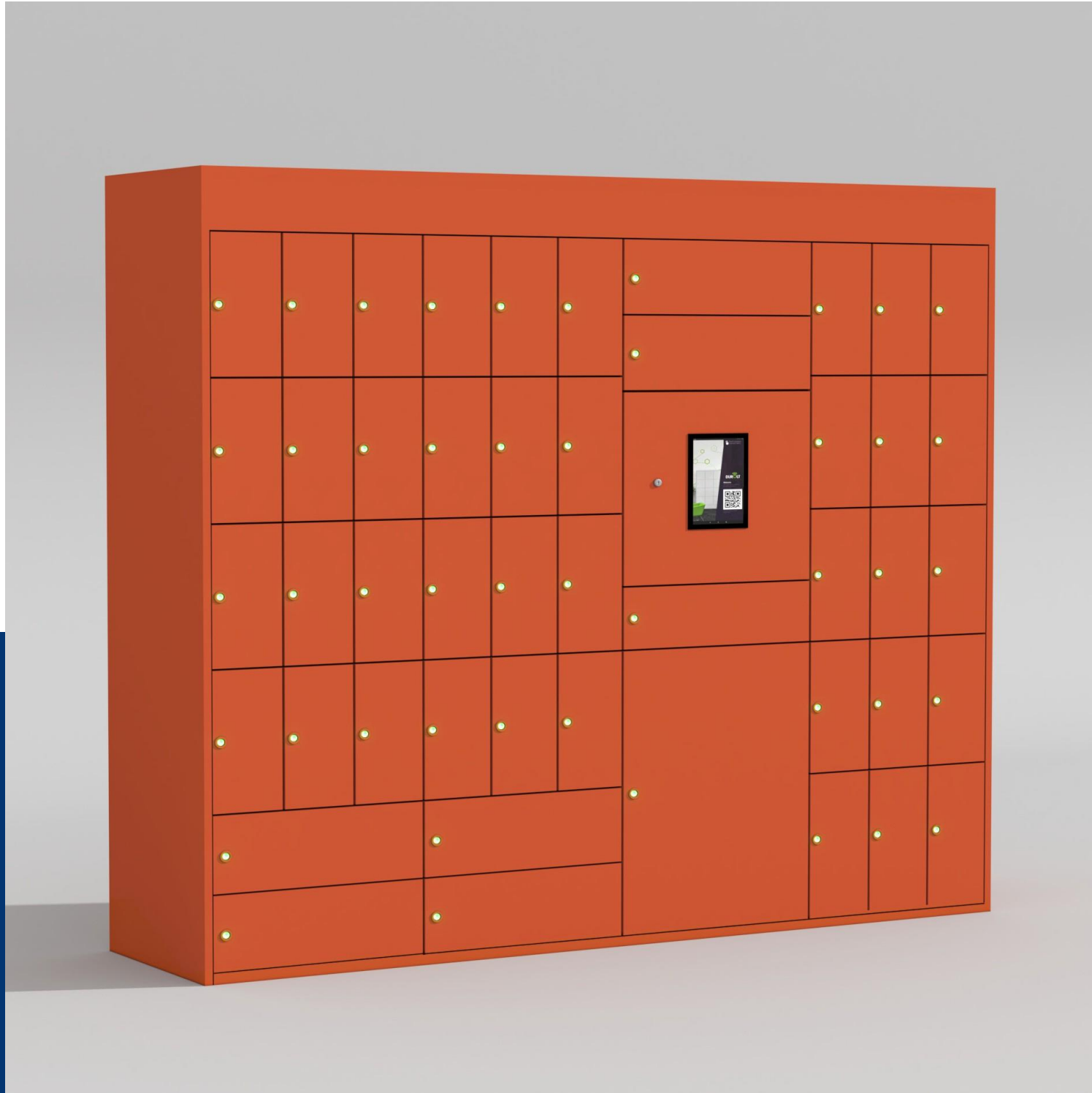




Challenge

- 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-Service Smart locker solution

(Smart Counter) available **24x7**

- **Locker Type** - Metal
- **No. of Lockers** - 47 Compartments
- **Lock Type** - Duroolt Smart 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 is **TIME**. This is why we created our **Smart Counter** at our New Delhi office. Contactless, always available, and with **ZERO** waiting times, welcome to **100% 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.**



Contact us



Enhancing Workspaces

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