

Kent School delivers students a superior campus experience with contactless smart locker technology from Pitney Bowes

INDUSTRY

College Preparatory Education

LOCATION

Northwestern Connecticut

TECHNOLOGY USED

PitneyTrack™ Inbound
ParcelPoint™ Smart Lockers
(Rear and Front Loading)

“We strive to continuously improve the student experience, both inside and outside the classroom. By implementing Pitney Bowes smart lockers, we’ve given students greater flexibility to retrieve their packages at their convenience.”

—Tanya Horgan,
Business Manager, Kent School

Challenge

Kent School prides itself on building a welcoming and innovative educational community. The student experience is at the center of everything they do. Like many other institutions, when the pandemic hit, they were faced with a new set of challenges:

- Increased need for social distancing and contactless processes
- Heightened expectations of students and parents
- Unprecedented volume of packages coming into campus nearing 800+ packages per week

Their basic package tracking software and their mail center pick-up window no longer met their evolving needs. Kent School sought a solution that would reduce the reliance on an in-person pick up location in order to allow students greater flexibility in retrieving their packages.

Solution

Kent School sought guidance from long-time partner Pitney Bowes on ways to better manage these new realities. Upon learning more about their current processes, Pitney Bowes proposed 2 banks of rear load and 1 bank of front load ParcelPoint Smart Lockers integrated with SendSuite Tracking Online to take their mail center operation to the next level. From implementation to training and continued support, the Pitney Bowes team was with them every step of the way.

SendSuite Tracking Online replaced their existing basic package tracking software providing deeper visibility and accountability. The smart lockers offered safe, convenient, contactless pickup options and increased student and parent satisfaction. Plus, the rear loading smart lockers created operational efficiencies while freeing up mail center space reducing delivery delays.

Since implementing the new tracking software and smart locker solutions, Kent School has:

- Improved the student experience through greater package pickup flexibility
- Reduced health and safety risks with contactless pickup options
- Freed up mail center personnel time allowing a greater focus on other student-facing improvements



Benefits

- Offers real-time database updates and enhancements with cloud-based software
- Reduces human interaction with rear and front load lockers and contactless pickup
- Frees up crowded mail room space with configurable locker banks that can hold packages of any shape or size
- Modernizes the campus experience with convenient self-service access, barcode scanning, and automated mobile alerts