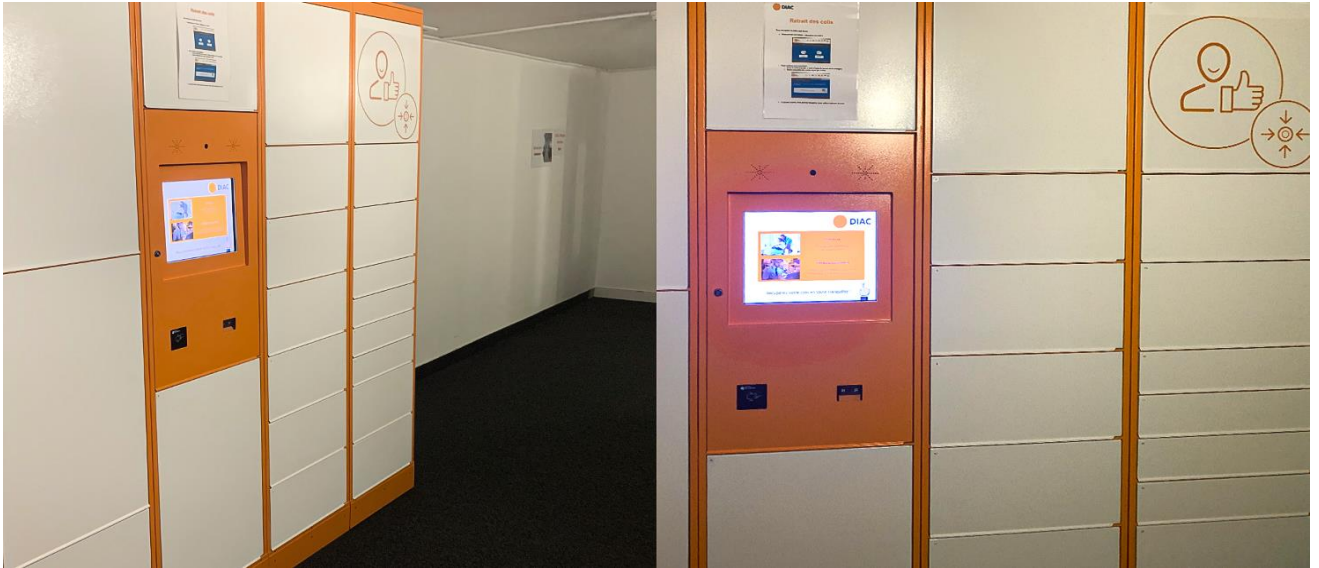


Case Study



DIAC

Short description

Customer



Sector

Banking

Country

France

Implementation period

December 2019

Product / solution

4-column City model

21 lockers available

Software solution: Smart Easy

Technical advantages

- Easy to use
- Easy to install
- Flexible solution
- Reliable

Company description

DIAC is the French subsidiary of Mobilize Financial Services (a wholly owned subsidiary of Renault) and is the financial services provider for the Renault and Dacia brands within the Renault Group. It helps to attract and retain Renault and Dacia customers by providing them with comprehensive and competitive offers integrated into its commercial policy.

Situation / Challenge

The goal of setting up the locker was

- to offer a new service to the 900 employees on average at the site at the time.
- The quality of work life was to be improved by the possibility for collection of business and private parcels.

Solution

- Solution installed at DIAC: locker made up of 4 columns with a total of 21 locker compartments
- Customised hardware and software. Communication via email to provide employees with the collection code, two reminders and the expiry date for collecting the parcel.
- Hardware solution: City Terminal model consisting of 4 columns: Master column with 2 compartments for parcel pick-up/drop-off, a CT 3 column, a CT 7 column and a CT 9 column.
- Software solution: Smart Easy software customised in the DIAC's colours.

Case Study

Future Outlook

- Our future challenges will be to further develop this service, which has changed under various restrictions and the increased introduction of teleworking.

Cooperation

During the installation we highly appreciated:

- Kern France's ability to adapt to DIAC's needs, both in terms of locker configuration and aesthetics.
 - The geographical closeness to the customer was an advantage. This allowed us to visit the locations and get an idea of the best possible solution and to define and plan it precisely.
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