

AI-POWERED SELF-SERVICE MACHINES & SMART LOCKERS



OVERVIEW

Our self-service kiosk and smart locker solution enables round-the-clock access to IT assets, HR documents, and supplies without requiring human intervention. Designed to integrate with enterprise systems like Active Directory, HRMS, and ITSM tools, it enhances employee convenience, reduces support overhead, and ensures traceable, secure transactions.

Whether deployed in offices, campuses, or transport hubs, the system supports fast issuance, returns, and replacements—anytime, anywhere.

KEY CAPABILITIES

The Smart Locker solution combines hardware intelligence with robust software automation to enable secure, scalable, and autonomous asset management. These capabilities empower enterprises to operate round-the-clock service points with zero manual intervention.



24x7 Automated Asset Access

- Employees and staff can securely access IT equipment, HR documents, tools, or supplies anytime—without waiting for helpdesk or admin availability.
- Enables time-sensitive operations across shifts, geographies, or critical service windows.

Automated Issuance & Return

- Users can initiate pickup, return, or exchange through the kiosk interface, mobile app, or enterprise ticketing system.
- System automates return reminders, overdue alerts, and reassignments—ensuring proper inventory rotation and timely usage.

Secure Smart Locker Infrastructure

- Individual electronically controlled lockers, each mapped to a unique transaction and user.
- Built-in tamper sensors, remote lock/unlock controls, and intrusion alerts enhance physical security.
- Locker types available: temperature-controlled, explosion-proof, fire-rated, RFID-equipped, personal storage, document-only, and vending-enabled.

Custom Workflow Configuration

- Supports tailored workflows for asset lifecycle stages—on boarding, fault replacement, loaner device issuance, policy documents handover.
- User journeys configurable by asset type, department, clearance level, and SLA requirements.
- Enables different logic for HR documents, IT peripherals, engineering tools, and personal lockers.

Enterprise System Integration

- Natively integrates with systems like Active Directory, Service Now, SAP, Oracle, Workday, Jira, and Manage Engine.
- Auto-syncs asset requests, employee on boarding data, ticket closures, and inventory logs.
- Supports SSO and HRMS sync for user authentication, lifecycle management, and policy-based access control.

Multi-Modal Authentication & Access

- Locker access granted via RFID/NFC card, QR code, OTP, biometric facial recognition, or passcode—depending on enterprise policy.
- Granular controls for role-based access, department segregation, and time-bound transactions.

Smart Storage & Vending

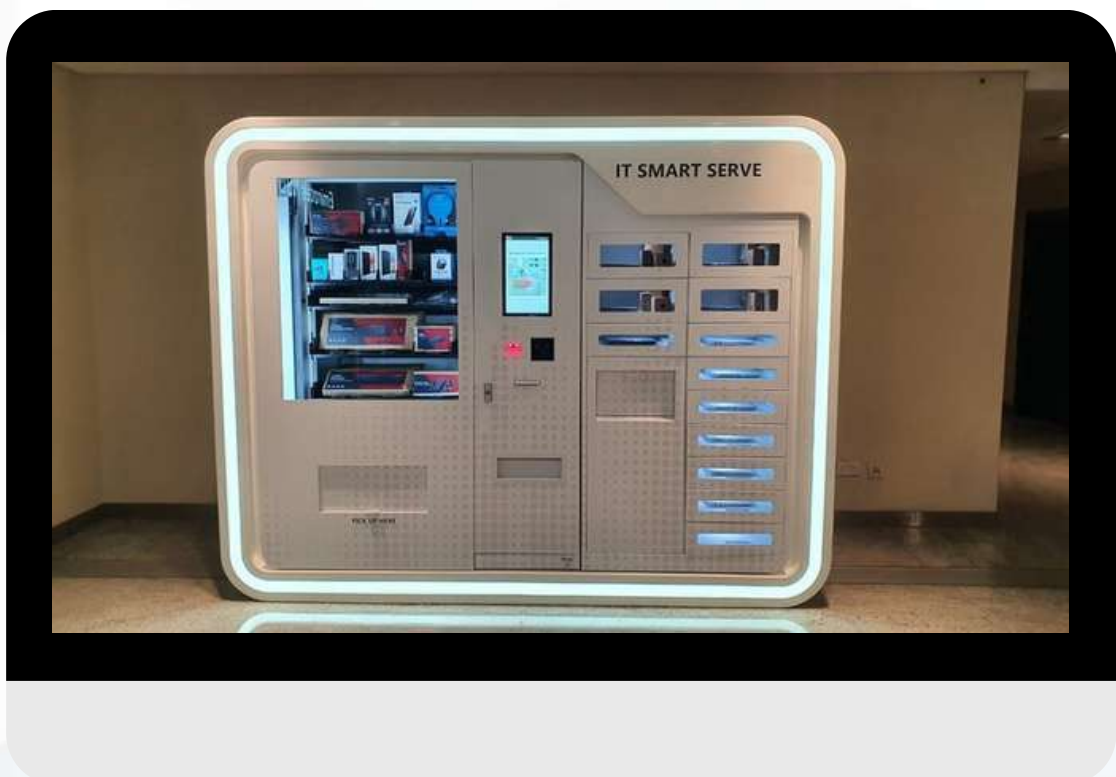
- Lockers can be configured to store, vend, or recycle items including IT assets, mobile SIMs, documents, PPE kits, or merchandise.
- Automated labelling, barcode scanning, or AI-based photo logging ensures traceability and accountability of every transaction.

Audit & Compliance Ready

- Full transaction logging: user identity, access method, time stamp, asset type, locker number, and photos (optional).
- Immutable audit trails for IT, HR, legal, or security compliance checks.
- Supports export to enterprise reporting tools, SOC audits, ISO controls, and asset reconciliation reports.

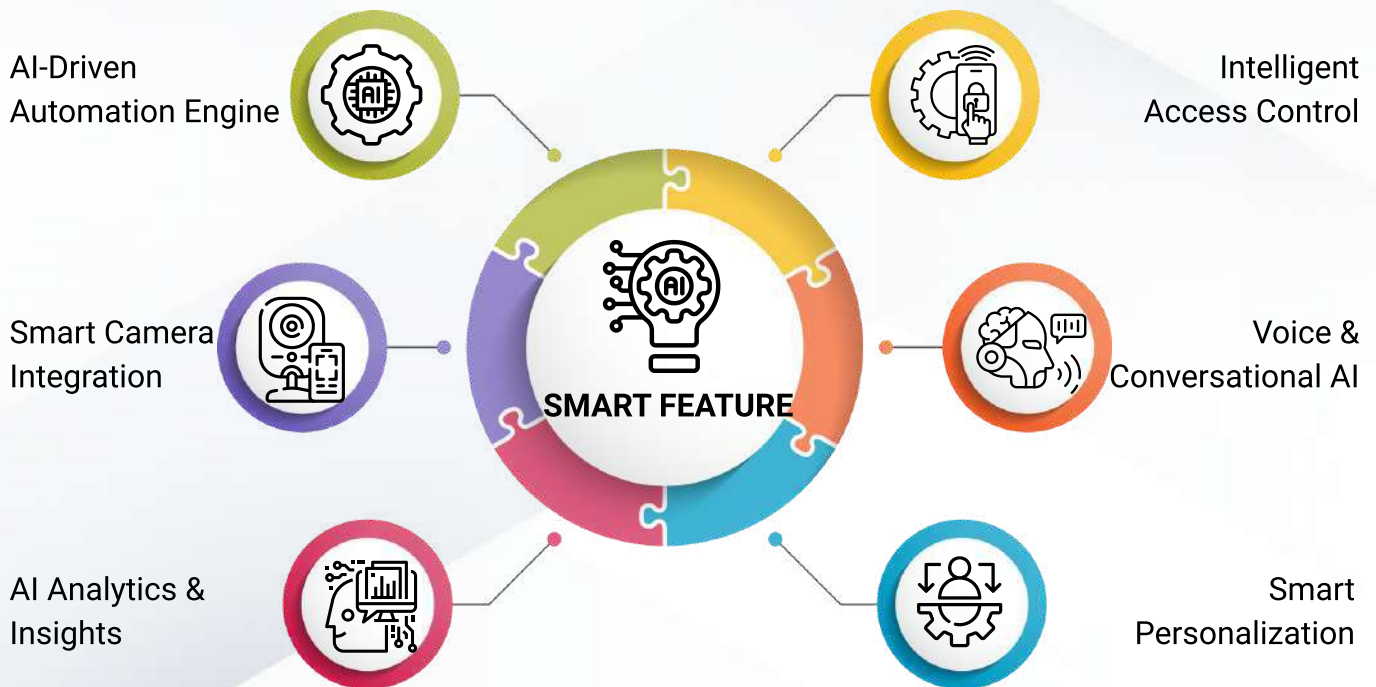
Real-Time Notifications & Alerts

- Notifications triggered on asset readiness, locker open/close, late returns, or usage confirmation.
- Channels include WhatsApp, SMS, Email, mobile app push notifications, and kiosk screen alerts.
- Admins can monitor system health, failed transactions, or unauthorized access attempts in real time.



SMART FEATURE

The Smart Locker system leverages advanced artificial intelligence and intelligent automation to deliver a seamless, secure, and scalable user experience. These capabilities are built to serve both routine and high-security enterprise environments.



AI-Driven Automation Engine

Predictive Asset Management: The AI engine analyses historical asset usage to forecast demand, enabling proactive stocking, restocking, and optimizing locker allocation.

Dynamic Locker Assignment: AI allocates lockers in real time based on asset type, user role, urgency level, and proximity—minimizing wait time and manual routing.

Anomaly Detection & Alerts: continuously monitors patterns (such as failed pickups, idle lockers, and tampering attempts) and triggers alerts or auto-escalation to admins.

Intelligent Access Control

Facial Recognition with Liveness Detection: Secure and fast biometric authentication prevents spoofing using depth mapping and infrared facial scanning.

Multi-Modal Verification: Combines OTP, RFID, facial recognition, and PIN-based verification for high-assurance transactions.

Role-Based Permissions: AI dynamically enforces access control rules based on role, hierarchy, asset sensitivity, and time-of-day restrictions.

Smart Camera Integration

Photo & Video Logs: automatically captures photos during item deposit and pickup for traceability. Timestamped image logs help in dispute resolution and audit.

Computer Vision for Item Detection: Detects asset size, presence, or packaging via camera, confirming drop/pick status even if the user forgets to confirm.

Tamper Detection: Cameras coupled with vibration sensors detect unauthorized locker activity or attempted break-ins.

Voice & Conversational AI

Voice-Guided User Interface: Offers multilingual, voice-assisted interaction for visually impaired users or non-tech-savvy individuals.

AI Chat Assistant (Conversational UI): Integrated with ITSM and HR knowledge bases, enabling users to query policies, track asset requests, and raise tickets directly from the kiosk.

Natural Language Processing (NLP): Supports conversational commands in multiple languages, e.g., “I need a replacement mouse,” or “Where’s my laptop?”

AI Analytics & Insights

Locker Utilization Reports: Visual dashboards highlight high-usage lockers, idle assets, and frequency of use by department or user type.

Behavioural Heat maps: Tracks locker open times, peak usage hours, and identifies patterns that can influence asset placement or locker cluster configuration.

Return Prediction: AI evaluates usage patterns and predicts the likelihood of asset return delays, allowing proactive follow-up.

Smart Personalization

Personalized Locker UI: Screen interface adjusts per user profile (language, theme, preferred assets) based on login credentials.

Auto-Configured Workflows: once authenticated, the kiosk adjusts the flow based on the user’s context—new joiner, replacement request, or HR document issue.

Contextual Alerts: Sends reminders for pickup/return deadlines, overdue items, or locker availability based on real-time user behaviour.

BENEFITS OF SELF-SERVICE MACHINES

The solution delivers tangible benefits across operational efficiency, security, compliance, user satisfaction, and long-term cost savings. It transforms asset management from a manual, fragmented process into an intelligent, autonomous service.



Cost Reduction

- Eliminates the need for dedicated IT, HR, or admin staff for asset handling, saving on manpower costs.
- Reduces human error, rework, and manual inventory discrepancies.
- Optimizes asset lifecycle management to prevent losses and over-purchasing.

24/7 Autonomous Operations

- Enables round-the-clock asset access without requiring staff presence—ideal for global teams, field workers, or shift-based operations.
- Ensures business continuity during holidays, off-hours, or hybrid working schedules.

Operational Efficiency

- Accelerates issuance, return, and tracking of items through automation and real-time workflows.
- Reduces IT ticket volumes by integrating self-service with ITSM and HR systems.
- Provides real-time visibility into inventory levels, overdue assets, and locker usage.

Enhanced Security & Compliance

- Enforces identity verification using biometric, OTP, RFID, and facial recognition.
- Maintains audit trails of every transaction for compliance, asset traceability, and legal validation.
- Configurable access controls prevent unauthorized access based on role, time, or location.

Improved User Experience

- Empowers employees with self-service capabilities that require no training or manual handholding.
- Offers multi-language support, voice-guided assistance, and fast, personalized interactions.
- Reduces on boarding and support delays for new hires, contractors, and remote teams.

Seamless Enterprise Integration

- Connects with HRMS, Active Directory, ITSM, ERP, and inventory platforms for a unified backend.
- Synchronizes user data, tickets, requests, and inventory flows to enable closed-loop automation.
- Enables centralized control over decentralized locker deployments.

Scalability & Flexibility

- Modular locker design allows phased rollouts—from single-site pilots to multi-location enterprise adoption.
- Hardware and software are customizable for diverse use cases, from retail to aviation to healthcare.
- Supports multiple form factors: wall-mounted, freestanding, outdoor, solar-powered, or embedded in furniture.

Industry-Wide Applicability

The smart locker system is not a one-size-fits-all tool—it's a vertical-adaptable platform that delivers ROI in:

- **Corporate & IT:** Employee productivity, on boarding efficiency.
- **Aviation & Transit:** Passenger experience, lost & found automation.
- **Retail:** Last-mile delivery returns optimization.
- **Education:** Secure distribution of credentials and materials.
- **Healthcare:** Controlled access to medical and safety resources.
- **Public Sector:** Citizen services, evidence security, disaster readiness.

BUSINESS VALUE

Benefit

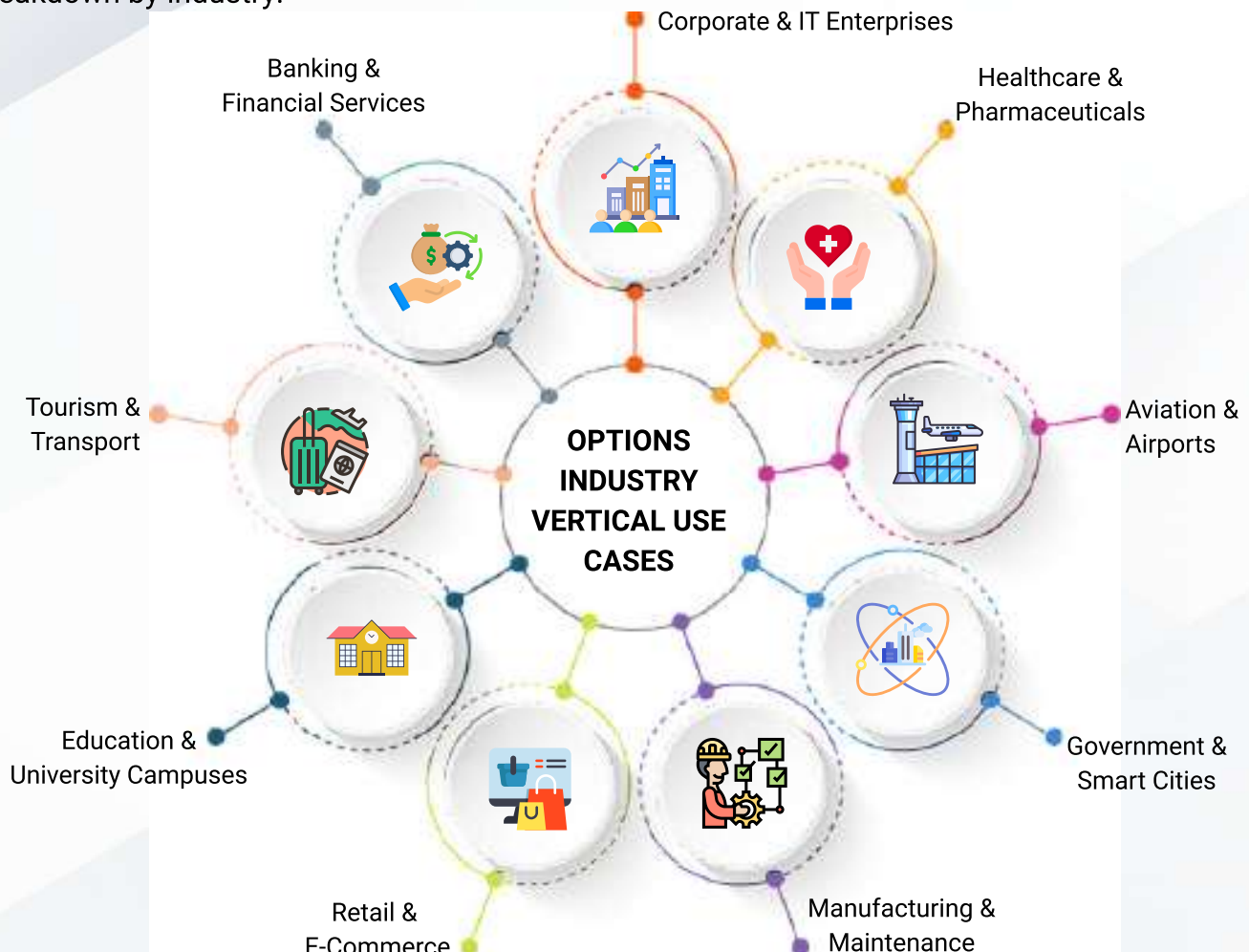
- Reduced Operational Cost
- Enhanced Employee Experience
- High Availability
- Security & Compliance
- Scalable Architecture

Impact

- Less reliance on IT support and admin staff.
- Faster resolution & autonomy in asset handling.
- 24/7 access even beyond working hours.
- Full audit trails, traceability, secure access.
- Modular design for future expansion.

INDUSTRY VERTICAL USE CASES

The Smart Locker + IT Self-Service Kiosk is a modular and adaptable solution that can be tailored to meet industry-specific workflows, compliance needs, and user experiences. Below is a breakdown by industry:



Corporate & IT Enterprises

- **IT Asset Issue & Return:** Laptops, phones, access cards, and peripherals issued to employees without helpdesk intervention.
- **New Joiner & Exit Workflows:** Locker-based delivery of onboarding kits, ID cards, NDAs, and exit clearance materials.
- **Integration with ITSM:** Locker activity linked with Service Now or Jira tickets, automating closure upon pickup or return.

Healthcare & Pharmaceuticals

- **Medicine & PPE Dispensing:** Controlled access to masks, gloves, sanitizers, first aid kits, and vaccination kits.
- **Medical Record Lockers:** Secure storage and retrieval of patient files, lab reports, and prescription copies.
- **Sample Collection Points:** Automated lockers for drop-off and pickup of diagnostic samples or test kits

Aviation & Airports

- **Lost & Found Lockers:** Self-service lockers to store and retrieve passenger belongings with OTP-based access.
- **Tourist Services:** SIM card vending, photo booths, travel document print, and language-specific guide dispensers.
- **Flight Crew Operations:** Locker-based distribution of tablets, airport manuals, safety checklists by flight ID.

Government & Smart Cities

- **Public Service Documents:** Kiosk-based delivery of licenses, permits, tax receipts, and legal notifications.
- **Emergency Kits & Utilities:** Locker stations for emergency supplies, communication kits, or evacuation maps.
- **Citizen Support Booths:** Lost and found, bill payment stubs, QR-enabled municipal information lockers.

Manufacturing & Maintenance

- **Tool Crib Automation:** Controlled access to spares, power tools, and calibration kits tied to employee ID.
- **Shift Locker Access:** Locker permissions shift dynamically by schedule or maintenance window.
- **Asset Rotation:** Lockers automate issuance and return cycles of reusable test gear or measurement instruments.

Retail & E-Commerce

- **Returns Automation:** Locker-based drop-off for returns without human intervention.
- **Click & Collect Lockers:** Customers retrieve online orders from secure lockers in retail outlets or pickup canters.
- **Hot & Cold Vending:** supports automated vending of packaged food, electronics, or promotional items.

Education & University Campuses

- **ID & Exam Kit Distribution:** Locker-based hand out of ID cards, answer sheets, and classroom stationery.
- **Student Locker Rental:** Time-bound access to personal lockers with facial/OTP unlock options.
- **Print & Pickup Stations:** Kiosks allow print-on-demand for notes, fee receipts, and certificates.

Tourism & Transport

- **Personal Storage Pods:** Tourists rent smart lockers at metro stations, terminals, or cultural venues.
- **Photo & Document Vending:** Self-service passport-size photo booths, travel certificate print kiosks.
- **Umbrella & Amenity Vending:** Dispenses umbrellas, power banks, hygiene kits during weather disruptions or long commutes.

Banking & Financial Services

- **Statement & Check Locker Delivery:** Secure pickup of printed statements, check books, or loan documents.
- **Card Vending:** Locker-based instant issue of ATM, debit, or corporate cards after KYC.
- **Fraud Investigation Lockers:** Controlled access for secure deposit of physical evidence or legal papers.

SUCCESS STORY: Aviation Domain in Middle East (UAE) – SMART LOCKER DEPLOYMENT FOR IT ASSET DISTRIBUTION



Client

Aviation Domain in Middle East (UAE) – A global leader in aviation, with a large, distributed workforce and critical IT operations.

They needed an autonomous and secure solution to distribute IT devices to employees across departments and shifts. Traditional manual distribution was inefficient, dependent on IT support teams, and lacked traceability.

Delivered Solution

We implemented a network of Smart Locker Vending Machines across the campus facilities to fully automate the:

- **Issuance and return of IT hardware** – laptops, phones, SIM cards, and accessories.
- **24/7 employee access** – staff can retrieve or return items any time via OTP or biometric authentication.
- **Touch less on boarding support** – new joiners receive assets securely without IT desk interaction.

Service Now Integration

- **End-to-End Workflow Sync:** The solution is seamlessly integrated with Service Now, enabling real-time ticket validation, asset assignment, and automated closure upon pickup.
- **User Authentication & Ticket Matching:** Employees validate their identity and ticket number at the kiosk; locker opens only if the Service Now ticket is eligible and approved.
- **Audit & Compliance:** Every transaction is logged back into Service Now, providing full traceability for IT asset compliance audits.

Business Impact

- **80% reduction in IT support workload** related to device distribution and returns.
- **Enhanced employee satisfaction**, especially for shift workers and new hires.
- **Full auditability and SLA tracking** through Service Now-linked logs.
- **Aligned with client digital transformation and zero-touch service objectives.**



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