

LockerLife leverages Axis technologies for exceptionally secure storage services across city.

Easy backend integration and remote live access help minimize customer disputes.



Organization:

LockerLife

Location:

Hong Kong

Industry segment:

Commercial

Application:

Safety and security, remote monitoring

Axis partner:

Lik On Security Ltd.

Mission

LockerLife is a logistics solution provider enabling customers to pick up their parcel or online shopping at an electronic locker in a location of their choice. The company planned to install e-lockers across the city, including public and private housing estates, shopping malls, and convenience stores. An intelligent video surveillance system with secure remote access was required to safeguard the facilities and help avoid unnecessary disputes over parcel delivery.

Solution

LockerLife discussed its needs with security services provider - Lik On Security Limited who is also an Axis partner, recommended using AXIS F Series Network Cameras and AXIS Companion. AXIS F Series comprises modular, high-performance HDTV cameras designed for extremely discreet indoor and outdoor surveillance applications.

Its Wide Dynamic Range (WDR) Forensic Capture technology renders detailed images even under complex lighting conditions, resulting in video that is highly optimized for forensic purposes in case of parcel theft or locker vandalism, etc. AXIS F Series is also ideal for rugged environments, and where space is limited. What's more, AXIS Companion video management software is intuitive and easy to deploy. It enables immediate access to real-time or recorded video from remote locations over a 4G network, which uniquely serves situations where no fixed IP is available.

Result

LockerLife now has a reliable and cost-effective IP surveillance system that can be operated remotely at Lik On's 24-hour operated Signal Monitoring Center. The solution delivers exceptional image quality 24/7, which allows for remote video patrolling, thereby ensuring uncompromised security as well as helping minimize disputes.

“The only feasible, cost-effective answer was a self-contained video-recording system that would give us comprehensive remote access, and at the same time could be easily integrated with our backend system, to serve as an infallible resource for investigative purposes. We’re delighted to say the Axis solution ably fulfilled our brief.”

John Wong, Director of LockerLife.

LockerLife aims to offer its customers the convenience of collecting their online shopping orders virtually anytime and anywhere in the city, without any hassle. But with its e-lockers located in a variety of places, where some of them relatively safe and controlled indoor environments, others totally open, public areas, LockerLife requires an efficient system to ensure proper delivery of goods to the assigned lockers, and can help its staff to respond credibly in case of parcel mix-ups or even theft. The company also needs to safeguard its e-lockers against vandalism.

“We needed a pair of eyes to watch over our facilities, and an efficient way of matching users to lockers, in every location, with no downtime. Obviously, a manual approach was impossible,” says John Wong, Director of LockerLife. “The only feasible, cost-effective answer was a self-contained video-recording system that would give us comprehensive remote access, and at the same time could be easily integrated with our backend system, to serve as an infallible resource for investigative purposes. We’re delighted to say the impeccable, dynamic capabilities of the Axis solution ably fulfilled our brief.”

An easy-to-implement, easier-to-use, top-notch system

LockerLife’s security services provider, Axis partner Lik On Security Limited, knew that Axis solutions outweigh those from other brands – in terms of hardware, software and performance.

AXIS F Series Network Cameras offers a wide choice of sensor units to suit both indoor and outdoor environments. This flexibility is complemented by its WDR capability – ideal for handling scenes with strong backlight.

Axis Zipstream technology enables more efficient video compression, significantly reducing bandwidth and storage requirements. Furthermore, the camera has SD card slots for local storage of recordings, and does not require PoE switch.

Crucially for LockerLife, the new cameras can be easily integrated with its backend system, allowing the user to retrieve footages as evidence for resolving disputes swiftly.

AXIS Companion video management software is another essential component of the solution. Not only does it assist quick setup and intuitive operation, but also, its Secure Remote Access feature enables live or recorded video from multiple sites to be viewed at Lik On’s 24-hour operated Signal Monitoring Center over a 4G network.

The scalability, robustness and reliability of the Axis end-to-end solution have together brought LockerLife a multitude of business advantages, from higher operational efficiencies to greater cost savings. It currently has e-lockers installed in 60 sites across the city, including public and private housing estates, shopping malls, and convenience stores, and is looking to expand its coverage to 200 locations within the next two years.

LockerLife is now planning to take its service to the next level by utilizing Axis intelligent video analytics to produce ‘targeted’ onscreen advertising based on the demographics of its e-locker users. This is expected to not only enhance the LockerLife user experience, but also create a new revenue stream for the logistics provider.




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 **Lik On Security Ltd.**
Lik On Technology Ltd.

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