

Keynius

citizen



Smart Lockers for Seamless Guest Stays

Industry
Hospitality

Solution
Pay & Store - Hotels

Location
Copenhagen, Denmark

10k

Number of times guests used the lockers in 1 year

24/7

Self-serve accessibility for guests at all times

57

Number of Smart Locker Walls installed



Affordable Luxury with Smarter Storage

CitizenM is a fast-growing hotel brand with 34 properties across Europe, North America, and Asia, aiming to double its portfolio by 2030.

Known for “affordable luxury,” CitizenM continually disrupts hospitality with technology-driven guest experiences.

At its Copenhagen hotel, the brand needed a modern luggage solution that fit its forward-thinking identity while improving both guest convenience and staff efficiency.



CitizenM's Challenges

Guest Convenience

Guests waited at reception to store or retrieve luggage, creating delays.

Staff Time

Reception staff spent too much time facilitating storage and collections.

Queuing Issues

Manual luggage handling caused queues, frustrating guests during peak hours.

Security Concerns

Traditional processes lacked 24/7 monitoring, increasing the risk of mistakes.

A Smarter Solution

Discovery

CitizenM sought a solution that enabled guests to store and retrieve luggage independently, securely, and without reception involvement.

Solution & Recommendation

Keynius provided an electronic locker wall with 57 lockers of various sizes, operated via smartphone or terminal.

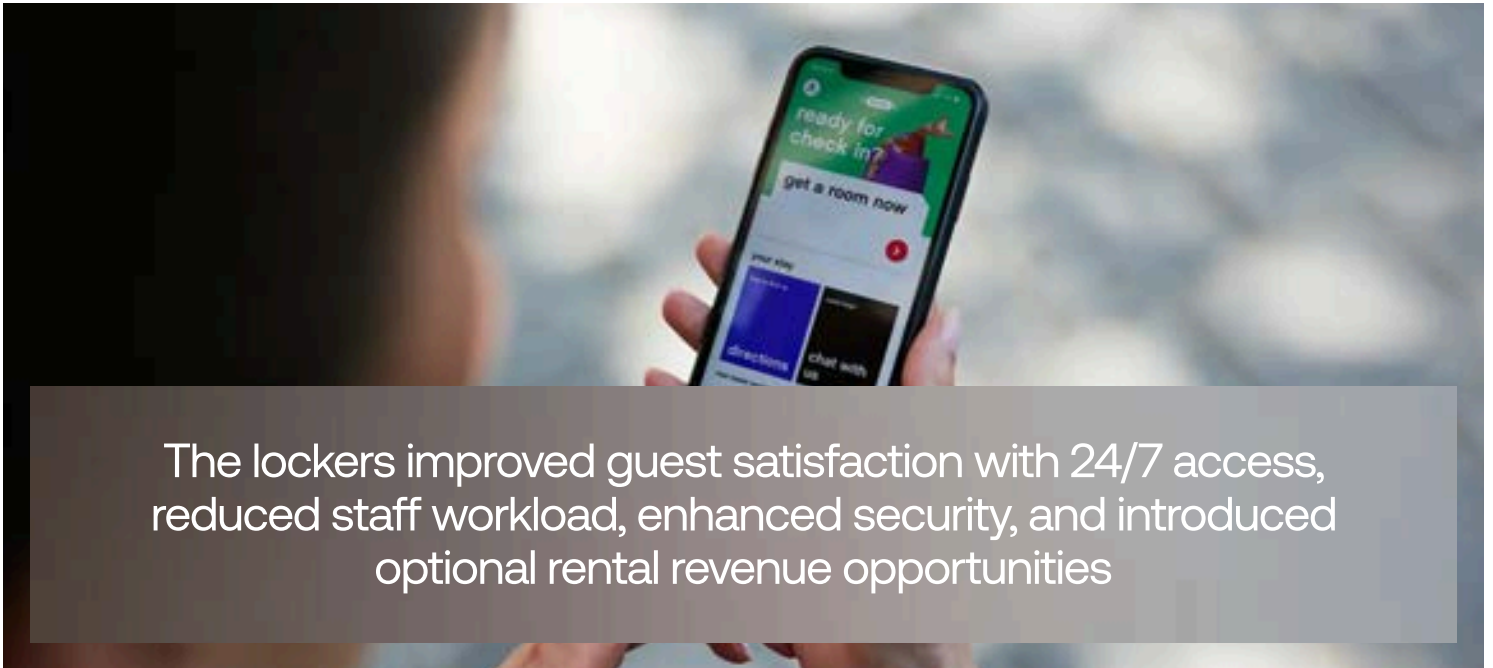
Customization & Collaboration

Staff were trained on the Keynius Admin app, allowing remote locker management via phone or RFID badge.

Why Keynius

Keynius offered 24/7 real-time monitoring, flexible locker sizes, and simple integration with CitizenM's guest-first model.

The Results: Faster, Safer, More Flexible Stays



The lockers improved guest satisfaction with 24/7 access, reduced staff workload, enhanced security, and introduced optional rental revenue opportunities

Optional payment module enables rental fees and ROI.

Locker usage data gives CitizenM insights into guest behavior.

Guests benefit from independence and real-time access.

Hotel staff save time and focus on higher-value services.

Conclusion

By adopting Keynius' smart luggage lockers, CitizenM Copenhagen upgraded its guest experience, freeing staff from manual storage and eliminating reception queues. Guests now store luggage securely, on their own schedule, via smartphone or terminal. Real-time monitoring ensures security and data-driven insights, while optional payment features unlock new revenue.

This partnership supports CitizenM's vision of blending affordable luxury with disruptive technology, setting a model for future hotels across its global portfolio.

Smart lockers for every solution

Contact us now to learn how Keynius can turn your storage problems into practical, profitable solutions.

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