



Ibis Hotel Geneva Solves Luggage Chaos and Boosts Revenue

Industry
Hotel

Solution
Pay & Store - Hotels

Location
Geneva, Switzerland

↓ **58%**

Locker occupancy rate
all year, on average

6x

ROI after one year
with the Keynius
implementation

+380k

Number of times the
lockers have been
used

29

Number of Smart
Locker Walls installed



IBIS and their Luggage Handling Woes

Ibis Hotel Geneva faced a common challenge: staff spent excessive time assisting guests with luggage storage due to early arrivals or late checkouts.

This inefficient process disrupted staff workflow and caused delays for other guests.



IBIS Hotel's Challenges

Excessive Staff Time Required

Ibis staff were overburdened with luggage handling

Guest Experience was Suffering

Guests experienced delays and inconvenience at reception

Poor Overall Process & Requirements

The traditional luggage room system was inefficient and labor-intensive

A Smarter Solution

Ibis Geneva implemented 29 Keynius smart lockers, providing a self-service storage solution that aligns perfectly with the Ibis brand.

Implementation

Self-service lockers available in various sizes - M, L, XL, XXL - with 24/7 guest access.

Easy Guest Rentals

Integrated payment system for seamless transactions.

Modern Access Options

User-friendly touchscreen interface and QR code access via the Keynius WebApp.

Admin & Data

Remote management for Ibis staff to monitor usage and revenue.



The Results: Enhanced Efficiency and New Revenue Streams



The implementation of 993 Keynius smart lockers transformed Paradiso's operations, leading to significant improvements in efficiency, guest experience, and revenue.

Reduced staff workload and improved efficiency.

Enhanced guest satisfaction with quick, easy, and independent luggage storage.

Generated a new revenue stream through locker rentals.

Data-driven insights into locker usage for continuous optimization.

Conclusion

Keynius smart lockers provided Ibis Geneva with a flexible, efficient, and user-friendly solution that not only solved their luggage storage challenges but also added a new revenue stream.

The successful implementation has improved the experience for guests and staff, and provided Ibis management with valuable data and remote oversight.

Smart lockers for every solution

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

[Book a call](#)