



44

Luggage lockers at
the Stockholm
lounge

90%

Payment success
rate

844

Successful
payments/month

3

ROI payback period
in months

Arlanda express

PUBLIC SPACES & TRANSIT

PAY & STORE

 SWEDEN

Arlanda Express Adds Luggage Storage to the Journey

Arlanda Express connects Stockholm with Arlanda Airport, serving travellers whose time in the city extends beyond the train journey. When reopening its lounge at Stockholm Central Station, the operator wanted to give those travellers somewhere to leave their luggage during their visit. For someone with time before a flight or hotel check-in, carrying a suitcase can shape how that time is spent. Temporary storage would give the lounge a practical role in that part of the journey.

Arlanda Express also wanted the service to generate rental revenue. That gave the project two connected requirements: make storage convenient for international travellers, and make the rental model work for the operator. The reopening was an opportunity to bring both into the lounge experience, with a choice of booking methods and pricing adapted to the service Arlanda Express wanted to offer.



Arlanda Express Challenges

Time with luggage

Travellers needed somewhere to leave their luggage while spending time in Stockholm before continuing their journey.

A workable rental model

Arlanda Express wanted storage to generate revenue, with pricing and limits adapted to its own model.

Different booking preferences

The service needed to accommodate international travellers through a choice of on-site and mobile booking methods.

A consistent lounge experience

The booking interfaces needed to reflect Arlanda Express branding as part of the reopened lounge.

A SMARTER SOLUTION

Planning & Installation

XBO planned the project in dialogue with Arlanda Express and Keynius, then installed the lockers and locks on site.

Solution & Recommendation

The 44 Luvio lockers offer display or mobile QR booking and contactless payment, with self-service access and prices from SEK 60/hour.

Configuration & Commissioning

Keynius adapted the Smarty and mobile interfaces to Arlanda Express branding and developed a daily price cap. XBO and Keynius handled commissioning.

Why Keynius

Arlanda Express selected Keynius for its versatility and competitive pricing model, supporting the booking choices and pricing rules it wanted to offer.





The Results: Luggage Storage with a Commercial Purpose

Arlanda Express achieved payback within three months of commissioning. From May to August 2026, successful payments averaged 844 per month, with a reported payment success rate of 90%.

90% payment success rate: successful payments as a share of payment attempts from May to August 2026.

844 per month: average successful payments from May to August 2026, showing regular use of the paid storage service.

Three-month payback: Arlanda Express recovered its investment within three months of commissioning the luggage storage system.

Expansion under consideration: Arlanda Express is exploring whether it can free up lounge space for more cabinets.

Conclusion

Luggage storage gives Arlanda Express a paid service for travellers spending time around their train journey. Booking choices and pricing reflect the operator's requirements. Alongside payback within three months, an average of 844 successful payments per month from May to August 2026 shows continued use. The operator is exploring space for more cabinets. For other transport operators, the starting point is to assess traveller demand, available space, and rental rules together.

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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