



13

Lockers deployed
across the rollout

2

Locker walls installed

2

Medipoint sites
where the locker
walls were installed

Assigned

Lockers were
assigned access
per user



HEALTHCARE

CLICK & COLLECT

 NETHERLANDS

Smart Lockers Streamline Healthcare Aid Distribution

Medipoint is a leading Dutch provider of healthcare and mobility aids, working with municipalities, healthcare providers, and insurers to support independent living at home. In its pharmacy-related distribution workflows, access needed to stay reliable, controlled, and practical.

Healthcare aids were previously handed out manually at staffed locations such as emergency departments. That increased workload, depended on staff availability, and limited flexibility when users needed access outside normal handover moments.



Medipoint's Challenges

Manual Handovers

Healthcare aids were distributed through staff-led handovers, increasing workload and tying each issue moment to staff presence.

Workflow Dependency

The process relied on people rather than a controlled system, making day-to-day distribution less efficient and harder to scale.

Pharmacy Access Flexibility

Pharmacy-related distribution depended on staffed opening windows, making pickup less flexible when users needed access outside manual handover moments.

Controlled Rollout Fit

The solution had to support an assigned-locker scenario, fit pharmacy use, and work well enough to roll out across two sites.

A SMARTER SOLUTION

Discovery

Keynius and Medipoint mapped how pharmacy-related distribution worked, where staff time was consumed, and which control points had to remain in place.

Solution & Recommendation

The team implemented an assigned-locker setup with 13 lockers across two walls and two sites for more controlled distribution.

Customization & Collaboration

Delivery was shaped through close coordination, with configuration aligned to Medipoint's pharmacy use case, assigned-locker scenario, and bronze support model.

Why Keynius

Keynius combined flexible locker infrastructure with workflows, helping Medipoint move to a controlled, repeatable distribution model.





The Results: More Efficient Healthcare Aid Distribution

Medipoint introduced a structured pharmacy distribution workflow using an assigned-locker model across two sites, reducing staff handling to create a repeatable operating setup.

Assigned lockers reduced manual handovers and helped distribution continue without constant staff presence.

The rollout already spans two sites, showing the model can be repeated beyond a single location.

The configuration fit Medipoint's operating needs while remaining manageable within a bronze-level support setup.

13 lockers across two locker walls created a defined distribution setup for Medipoint's pharmacy-related use case.

Conclusion

By replacing manual handovers with an assigned-locker workflow, Medipoint created a more controlled distribution model for pharmacy-related use. The setup reduces day-to-day staff dependency, supports more consistent collection, and gives Medipoint a structured operating model across two sites.

With 13 lockers across two walls, the rollout shows how even a compact locker estate can improve continuity and make distribution easier to manage within existing support processes.

Smart lockers for every solution

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

[Book a Call](#)