



251

Smart lockers,
expanded from 27

3

Locker walls,
expanded from 1

1,884

Parcels placed

96.1%

Parcel collection rate

THALES

CORPORATE WORKSPACE

PARCEL

FRANCE

Thales: Parcel Delivery for a Hybrid Workplace

Thales is a global technology leader with more than 85,000 employees across five continents. At one large, modern office in France, many employees are hybrid, combining time in the workplace with several days working from home.

That flexibility created an unexpected challenge around personal parcels. A delivery could arrive while its recipient was remote, leaving the office to store it until their next visit. As parcels accumulated, reception and facilities teams had to coordinate collection, while employees had to work around staff availability.

Thales needed a parcel process that kept the office from becoming a holding area and allowed employees to collect deliveries when they returned to site.



Thales' Challenges

Hybrid Work Patterns

Parcel recipients and deliveries were often out of sync.

Reception Workload

Reception and facilities teams absorbed the coordination and handovers.

Parcel Storage Pressure

Parcels could accumulate between office days, adding an avoidable burden.

Dependable Collection

Employees needed a reliable way to collect parcels when they returned to the office.

A SMARTER SOLUTION

Project Scope

Thales needed a practical, secure way for employees to receive and collect personal parcels at its French office.

Recommended Solution

A wooden Luvio locker installation with RFID, QR code, and terminal access enabled independent collection.

Configuration & Delivery

The installation was configured for parcel delivery, with employee notification and a four-month implementation.

Why Keynius

Keynius combined secure access, practical parcel handling, and a finish that fit Thales' modern office environment.





The Results: A POC That Scaled With the Workplace

Thales began with one 27-locker wall as a proof of concept. Once the team saw that it worked for the hybrid workplace, the service expanded to 139 lockers and then 251 across three walls in a larger dedicated office space.

One 27-locker POC grew to 139, then 251 lockers.

One locker wall became three in a dedicated parcel area.

An average of 90 parcels were placed per active month.

96.1% reported collection rate across 1,810 collected parcels.

Conclusion

The initial proof of concept was a huge success for Thales, as it not only solved their main problem of managing parcel deliveries for hybrid employees, but it also improved the workflow with delivery companies and kept their reception area from turning into a storage room.

Thales grew from 27 to 251 lockers, expanding from one locker wall to three in a dedicated parcel area. The expanded service shows how a hybrid workplace can make parcel delivery work around employees rather than asking employees to work around parcel delivery.

Looking to simplify workplace parcel delivery?

Talk to Keynius about a secure, flexible workflow for workplace parcel drop-off and pickup.

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