



Success Story Lotto Berlin



More than just gambling. An electronic locker system ensures efficient mail distribution.

Introduction - Our client:

The German Class Lottery Berlin is dedicated to the task of conducting lotteries and games of chance on behalf of the State of Berlin. Around 170 employees are committed to the smooth running of gaming operations, always with a view to preventing gambling addiction. In order to process the almost 18.9 million gaming orders that are placed in one year alone, Lotto Berlin makes use of modern technologies in all areas.

4

Floors

170

Employees

90%

Time saved

The challenge:

With its numerous orders and employees, the 4-storey Berlin office is dependent on an extensive internal mail system. In order to adapt this to the modern technologies of the operation, it was to be supplemented by a contemporary distribution system.

In the past, messengers and porters had to travel from floor to floor twice a day with designated trolleys and distribute the mail there by hand. For each of the numerous departments, baskets were available in the entrance area, in which incoming and outgoing mail was stored, separated only by differently coloured folders.

This system was cumbersome and time-consuming, especially because of the many corridors and floors in the building. Accordingly, a solution was sought that would relieve the messenger and porter service. The new distribution system also had to be up-to-date and correspond to the latest state of the art.



Our solution:

An electronic locker system with ecos depot type lockers was able to efficiently relieve the workflows of Lotto Berlin.

The basic principle of mail distribution is still the same: Incoming and outgoing mail is separated by different coloured folders. However, instead of the baskets in the entrance area of each department, each area has now been assigned its own electronic locker in the compartment system. The mail is collected centrally in this locker and picked up by the staff of each department.

The system thus relieves the messenger and porter service in particular, who no longer have to make lengthy tours of the office.



1

The employees now go to the specialist facility on their own instead of waiting for the messenger delivery service.



2

After authenticating at the system, they open their assigned depot and receive the incoming mail.



3

Outgoing mail is now handed in directly to the gatekeepers next to the locker system.



4

They receive the mail, sort it to the appropriate departments, and place it in the appropriate depot.

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The result:

The compartmentalised system has made it possible to significantly optimise the processes around mail distribution. The individual „mailrooms“ in the entrance area of the individual departments have been removed. Since the employees now collect the mail independently, they are much more flexible in their working methods and can access urgent mail at any time.

The messenger and porter service is enormously relieved by the central administration: According to estimates by Marcel Beyer from the Human Resources Department, there is a daily time saving of 90-95% per aisle. This time gained can now be invested in other tasks.

„ We wanted to try to be a bit more modern, more contemporary about the situation. With the locker system we are once again up to date. “

Marcel Beyer
Human Resources



The old...



...and new mail distribution system.