



Client case CBRE

Easy and hassle-free package delivery
to the office

CBRE

CBRE

Symphony Offices



Symphony Offices, Zuidas, Amsterdam

Types of companies: Law firms, real estate, consultancy, restaurants, financial service providers

CBRE is the largest real estate advisory and investment firm in the world, holding the number one position in leasing, property sales, outsourcing, property management, and valuation globally.

CBRE leases premium commercial spaces, including the Symphony Offices building at Zuidas in Amsterdam. This building houses various business tenants. There is a main reception and an additional reception area. The receptionist serves as a host/hostess for welcoming all visitors of the different in-house companies.



Wish

CBRE was looking for a solution to improve package handling and relieve the reception area. They wanted to reduce the workload at the reception while still providing employees with the service of receiving their packages, both work-related and personal, at the office.

Result

MyPup provided a comprehensive solution that was well-aligned with CBRE's needs. Once The Symphony established a MyPup Pick Up Point in the building, the reception could better focus on their core tasks and deliver the service they envisioned. MyPup's package solution alleviates the pressure, and with MyPup, the reception is no longer a 'half post room.'



MyPup since 2016



25 locations



32 Pick Up Points



39.000 parcels per year

Delays at the reception due to inefficient parcel handling

The central reception receives around 150 parcels each week. Couriers often find it unclear whether they can leave the package at the central reception. One Office Manager is almost occupied the entire day with accepting, following up, and processing these parcels. As a result, they often have much less time to welcome visitors. Additionally, only the addressee is permitted to sign for registered items, which leads to many parcels being returned or causing delays.

CBRE about MyPup

Anne-Marie van Wilsum – Senior General Manager CBRE Netherlands

"We are very pleased. We find MyPup to be relieving, secure,



sustainable, and much cheaper than employing an equivalent full-time one. MyPup is easily reachable and solution-oriented. All of this aligns well with how we view our service at CBRE, which is also appreciated by the staff. Since we installed a MyPup Pick Up Point in the building, the reception can better focus on service. They are no longer a 'parttime post room' now that the parcels are safely stored in a vault."

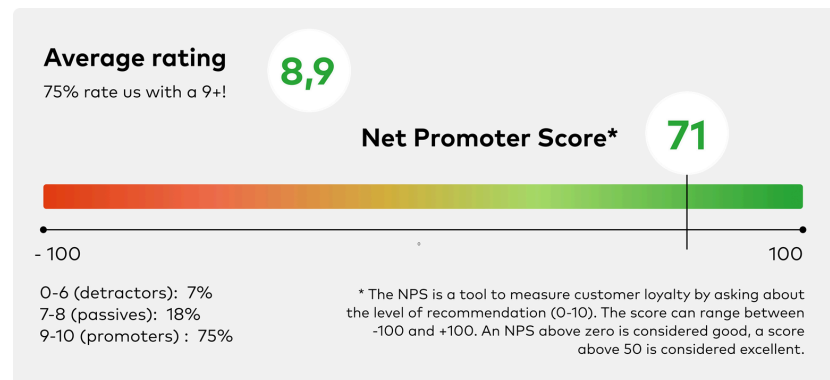
"The Pick Up Point also provides enhanced security. The parcels are sent to the MyPup distribution hub on the outskirts of the city, where everything is scanned. One trusted MyPup courier comes by to deliver the parcels. The recipient receives a notification as soon as the package is in the vault and can access the delivery 24/7, even for registered mail that we are not allowed to accept ourselves."

"If you calculate it out, it becomes clear quickly. This office receives 150 personal parcels each week. Processing these used to require the equivalent of at least one full-time employee."

1. Exploration

CBRE, together with MyPup, assessed how many lockers were needed in this specific situation. Additionally, MyPup provided a clear proposal,

MyPup's customer satisfaction rating



business case, and explanation to involve management, the administrator, and all companies in the building in the solution. Together, it was decided to launch a six-month pilot to see if the Pick Up Point would solve the problem.

2. Installation

The Pick Up Point that has been set up is located at the entrance of Symphony Offices on the Zuidas in Amsterdam. The installation takes no more than a few hours and only requires a power socket. The software and hardware are plug & play. On an agreed date, the company address will be added to the delivery schedule of the MyPup courier.


3. Launching the service

CBRE and MyPup jointly inform the tenants and staff in the building, both during and after the launch. MyPup is personally present and provides the communication materials for a smooth implementation. Experience shows that the use of the Pick Up Point generates few questions from users and office managers.

4. From pilot to expansion

The pilot was thoroughly analysed after six months, and it was found that both the users and the various companies were very positive about it. The number of Pick Up Points has now been increased from 23 to 32.

Would you like to learn more about how MyPup's full-service saves valuable time and increases employee satisfaction in your building? Get in touch with us for more information.

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