



Case study The Social Hub

A solution to streamline the parcel delivery process while prioritising security and sustainability

The Social Hub



The Social Hub leads the way in the 'hybrid hospitality sector', providing venues where individuals from diverse backgrounds can connect to learn, stay, work, and play. With properties located throughout Europe's most dynamic cities, The Social Hub fosters connections and welcomes everybody within their community of travellers, students, business professionals, neighbours and much more.

From hotel facilities, student and extended stay rooms, co-working spaces, through to auditoriums, gyms, event spaces and a comprehensive social impact programme, The Social Hub is a place where people can connect and learn from one another, build a community and engage in unique experiences that help spark ideas and make change happen.

Enhancing guests' living experience

The Social Hub wanted to explore strategies to facilitate their operations while elevating their guests' living experience. "Online shopping is increasingly popular, especially among the younger generation. Even bulk groceries are more and more ordered online. At The Social Hub, we are dedicated to finding solutions that will make the living experience of our guests as convenient as possible, while staying sustainable in our operations."

Wish

The Social Hub sought a solution to streamline their parcel management process while prioritising security and sustainability. They aimed to ease the workload on front office staff, ensure guest safety, and facilitate seamless parcel delivery and returns.



MyPup since 2024



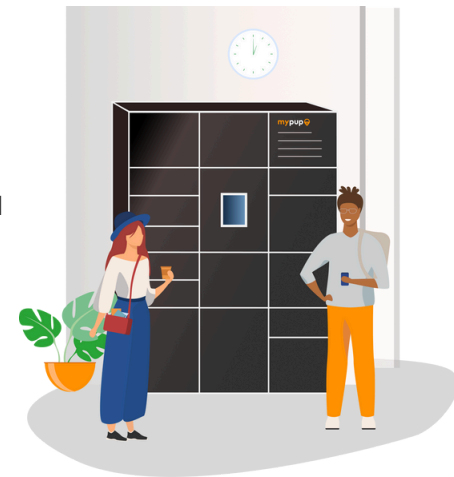
Started with 2 locations

Result

MyPup presented a comprehensive solution tailored to the needs at The Social Hub. By implementing MyPup's services, front office staff could keep their focus on core responsibilities, while guests enjoyed a hassle-free parcel experience. The initial rollout in Amsterdam West and Delft demonstrated promising results, prompting consideration for further expansion.

Reducing time spend on parcel inflow to focus on core tasks

With MyPup, The Social Hub found a sustainable and timesaving solution for parcels. "We found that dealing with parcel deliveries consumed valuable time for our hosts, which detracted from their ability to address other tasks promptly. Additionally, we always want to ensure secure storage of parcels. Therefore, we recognized the need for secure parcel lockers in combination with a trusted courier service to handle logistics."





Receive, send and return with MyPup

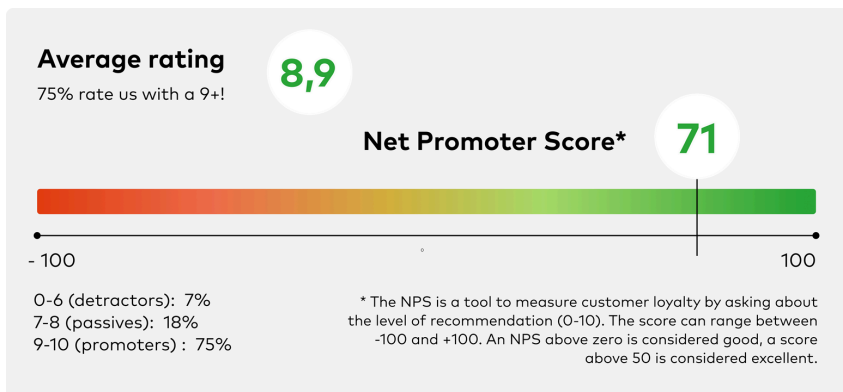
MyPup offers an end-to-end approach, easing The Social Hub of parcel management duties. "By centralizing parcel logistics through their city hub, MyPup ensures a seamless and sustainable delivery process for parcels from all courier delivery companies. Their parcel lockers are secured with a unique and personal code for guests and accommodate most parcel sizes. Even over-sized parcels are dealt with by MyPup. The additional benefit for guests is that they now can conveniently handle their return parcels in their own building via the MyPup parcel locker."

"This logistic model not only benefits guests but also provides a more sustainable parcel delivery solution for The Social Hub. Thanks to MyPup's agnostic approach in terms of parcel delivery, parcel traffic is reduced around the building, saving greenhouse gas emissions."



"Guests expressed satisfaction with the newfound convenience of parcel handling, eliminating the need to be present for deliveries or make return trips."

MyPup's customer satisfaction rating



Convenient and sustainable: a win-win situation

With MyPup, you create a win-win situation in terms of sustainability, convenience and efficiency. "MyPup's integration yielded significant benefits for our properties. Guests appreciated the added convenience of parcel handling, no longer needing to be present for deliveries or make return trips. Moreover, their sustainable practices aligned with our values at The Social Hub's, contributing to a greener operational footprint."

"For The Social Hub, the logistic model of MyPup provides a more sustainable solution for parcel delivery. Because of the agnostic approach of MyPup in terms of parcel delivery, parcel traffic is reduced around the building, saving greenhouse gas emissions."

"By streamlining our hosts' daily tasks, we manage to focus more effectively on guest experiences and community engagement efforts. This collaborative effort between MyPup and The Social Hub exemplifies the power of innovation in enhancing operational efficiency while prioritising sustainability and guest satisfaction."

Do you want to know more about how the full-service of MyPup saves valuable time and enhances guest or resident satisfaction in your building?

Contact us for more information.

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Your choice for MyPup (Certified B Corp) reduces CO2 emissions.

