



Client case McGarrell Reilly Group

Looking for an efficient way to handle residents' parcels

CHARLEMONT SQUARE

Charlemont Square Residences, managed by the McGarrell Reilly Group, faced challenges with their properties' parcel delivery processes. With the implementation of MyPup's solution, they now have a streamlined system that satisfies both residents and staff.

Looking for an efficient way to handle residents' parcels

Charlemont Square Residences, a premium apartment complex designed to become the mixed-use focal point of the area, integrates public spaces, pedestrianized areas, and a central square for cultural and recreational events. Charlemont Square includes street-level retail spaces such as convenience stores, food and beverage outlets, and an art studio, enhancing the residential and office accommodations. The McGarrell Reilly Group, which began as a modest housing development company in 1981, has grown into an industry leader through a focus on quality, determination, and astute business acumen. For Charlemont Square Residences, they were looking for an efficient solution to handle residents' parcels.

Towards a more professional and efficient solution

Frank Lemass - Estates Manager, Charlemont Square, Dublin

"Before MyPup was implemented, the concierge managed parcel deliveries during the day, while the nighttime security team distributed them to residents in the evenings. This process was time-consuming and inefficient,

Wish

For the Charlemont Square Residences, the McGarrell Reilly Group was looking for a professional and efficient solution to the growing volume of packages that would improve operational efficiency, add value and give control and peace of mind back to residents.

Result

The implementation of MyPup resulted in more efficient handling of parcels, fewer lost parcels and less workload for their concierge which in turn created a high degree of satisfaction among their residents.



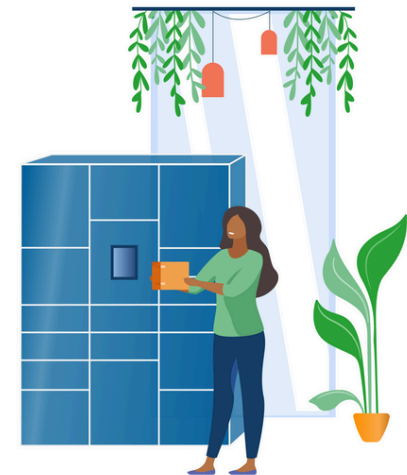
MyPup since
2023



Dublin, one
location

as the concierge and the security team – in the beginning it was just one person – had other primary responsibilities.

Residents would come to pick up their parcels, which we had to sort and organise during the day. As the development grew, this process became increasingly time-consuming. Our concierge and security team, already busy with their primary duties, had to spend a lot of time finding and distributing packages. This ad-hoc system evolved organically but was unsustainable. We realised the need for a more professional and efficient solution, especially for a high-end development like this, where it doesn't make sense to have staff chasing down packages."





Collecting parcels in a secure and seamless manner

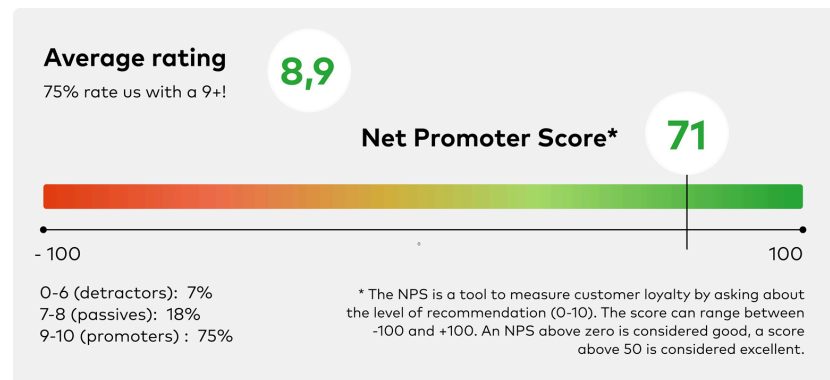
Frank and his team explored various solutions and discovered MyPup, which already had a presence in Ireland. After thorough evaluation, they decided to implement MyPup. With MyPup, residents can pick up their parcels at their convenience, securely and without staff intervention. The system is easy to install, requiring just a power socket and an internet connection, and it gives control back to the residents.

"Using MyPup is a win-win for everyone. Residents can collect their packages at any time, day or night, in a secure and seamless manner. It's underground, so it maintains privacy. On the rare occasion there's an issue, we handle it directly. We've also streamlined our process by no longer taking responsibility for deliveries ourselves, which residents quickly understand and appreciate once they sign up."



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MyPup's customer satisfaction rating



The system truly adds value, and residents immediately see the benefits when they start using it."

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A significant improvement

Since implementing MyPup, the efficiency of parcel handling has significantly improved. Residents can collect their parcels at any time, increasing overall satisfaction. Staff no longer have to manage parcel distribution, allowing them to focus on their core duties, reducing stress, and creating a better work environment. The system has also enhanced security, as unknown individuals no longer need access to the building for parcel deliveries.

Frank emphasises the importance of good relationships with estate teams and concierges: "Sometimes it feels like, 'Oh, you put a solution in, cheers, now get on with it.' But we see in some places it needs to be more integrated. That's why I bring people here to show how well it works. Once people start using it, they really see how convenient it is!"

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.

