

Customer case

CBRE Netherlands

we go the extra mile



CBRE rents out premium commercial space in properties such as the Symphony Offices building on Zuidas in Amsterdam. That building houses several commercial tenants. To welcome staff and visitors there is a main reception desk and an ancillary reception desk. The receptionist acts as a host, welcoming all visitors to the various businesses in the building.

Private parcels delivered to the office?

Secure, hassle-free, contactless delivery of private parcels to the office. A must-have for any office in our socially distanced society. MyPup takes the whole flow of private or business parcels off your hands. Your receptionist will no longer need to take in parcels on other people's behalf, so not only are you doing employees a big favour, you are also helping cut carbon emissions significantly.

Building

- ✓ **2,88** metre MyPup Pick Up Point
- ✓ **20** premium companies
- ✓ **2.000** satisfied employees

Location

Symphony Offices
(Zuidas, Amsterdam)

Type of companies

Lawyers, estate agents, consultancies, restaurant, financial services companies.



Around 150 private parcels are dropped off at the main reception desk each week. Couriers are often unsure as to whether they can leave parcels there. One host can easily spend the entire day taking in parcels, making calls and generally handling items of post. Consequently, receptionists often have much less time to welcome visitors. What's more, in the case of registered post, only the addressee may sign for items. A lot of items therefore need to be returned or are delayed.

Calculator

1 FTE extra (40 hours/week, annual cost)	€ 26.376,-*
One-off installation of MyPup	€ 695,-**
Use of 33 lockers per month	€ 991,-**

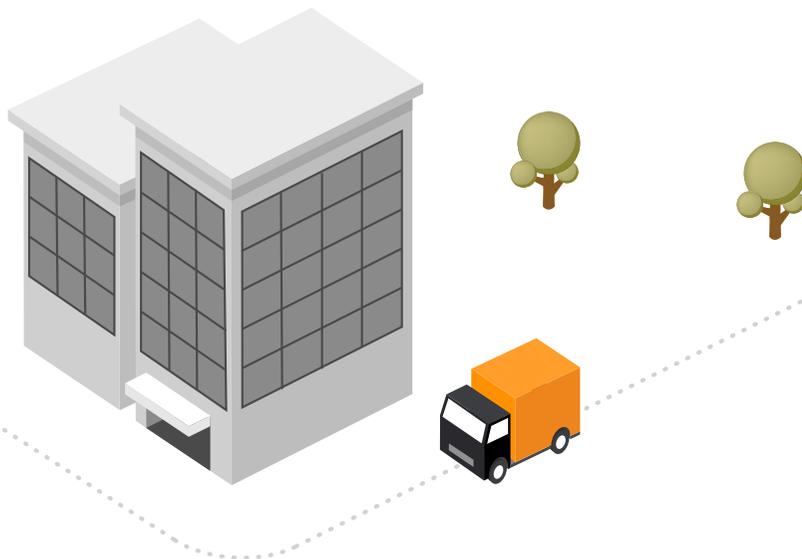
*Average annual receptionist (m/f) salary, Indeed 2020
**The one-off cost of installation and the monthly fee depend on the number of lockers needed.



CBRE about MyPup

Anne-Marie van Wilsum - Senior General Manager at CBRE Netherlands

"We are delighted with it. We have found MyPup to be hassle-free, secure and sustainable, and it is a lot cheaper than taking on an extra FTE. They are easy to reach and solution-oriented. All of this aligns well with how we see our services, which is much appreciated by the employees. Since we have had a MyPup Pick Up Point on the premises, our reception staff have been able to focus more on service. Now that incoming parcels are safely locked away, reception is no longer a "quasi post room". The Pick Up Point also offers security. The parcels go to one distribution point on the outskirts of the city where they are all scanned. Regular MyPup delivery drivers then come here to drop the parcels off. The addressee is notified when the parcel has been placed in the locker, which can be accessed 24/7. This also applies to registered post that we are not authorised to sign for."



The MyPup solution

1. Exploration

CBRE worked with MyPup to identify how many lockers were needed in this particular situation. MyPup helped by presenting a clear proposal, business case and explanation so that the solution could factor in the requirements of management, the facility manager and all the businesses in the building. They then jointly decided to launch a six-month pilot to see if the Pick Up Point would resolve the problem.

2. Installation

The Pick Up Point is installed in the foyer of the Symphony Offices on the Zuidas in Amsterdam. Installation only takes a few hours and all that is really required is a plug socket.

The software and hardware are plug & play. A date is arranged for the company's address to be added to the MyPup driver's delivery schedule.

3. Launching the service

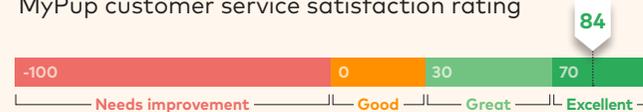
During and after the launch, CBRE and MyPup informed the tenants and employees about the new service. MyPup was represented in person and provided the communication tools for a smooth launch. Experience has shown that users and office managers usually have a few questions about using the Pick Up Point.

4. From pilot to expansion

After six months the pilot was analysed thoroughly. It showed the users and the various companies involved to be very positive about the service. The number of lockers has since been increased from 23 to 33.

Net promotor score

MyPup customer service satisfaction rating



If you think it through, you'll soon find your answer. Around 150 private parcels are dropped off at this office each week. Handling them used to take at least 1 FTE."

Anne-Marie van Wilsum – Senior General Manager at CBRE Netherlands

Fewer delivery drivers

- Without MyPup: 15 different delivery drivers from various companies each day
- With MyPup: One delivery driver who drops everything off at once (plus the occasional express shipment).

MyPup Pick Up Point

- 33 lockers
- Total area:
Depth 65 cm x Height 195 cm x Width 288 cm

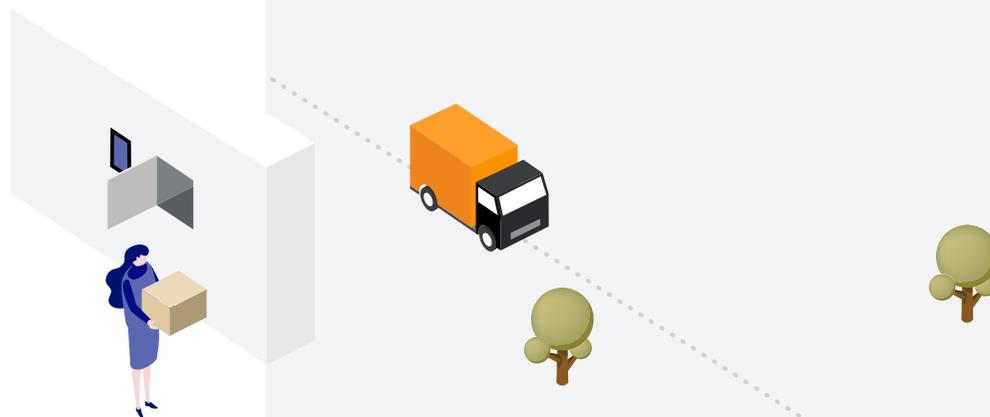
Find out how MyPup can help your organisation

Contact Lieke Coopman for further details. Call her on +31 6 4140 9677 or email her at liekecoopman@mypup.co.uk

MyPup and social challenges due to coronavirus

The measures resulting from the coronavirus have caused a ripple of reactions through society. On a societal level, we are now seeing major changes taking place that are likely to affect our lives for some time to come.

With MyPup, you reduce courier movements both to and in the office. You save 9 out of 10 courier journeys. This means less physical contact, which reduces the risk of infection while creating a greater sense of safety and providing an extra service for employees. A must-have in our socially distanced society.



Choosing MyPup reduces carbon emissions