

Business Case Retailer

Lock&Go DECATHLON

“Locketgo allows us to offer our customers the possibility of picking up their orders autonomously in automatic lockers inside the store and soon in other locations.

A dynamic team that leads an ambitious project that will revolutionize our habits”

- Country Sales Manager for Decathlon Canada

The Old

Decathlon had employees distributing online orders to customers manually. The lineups could go up to 20 minutes per consumer to pick up their orders.



The New

We installed our smart lockers in the lobby of the store.



The Results

- Eliminated line-ups
- Reduced labor costs
- Increased customer satisfaction
- 40 locker
- 19 minutes saved per client
- Client request more lockers for other stores

