



**One of the world's largest banks with offices across Europe, Australasia, South America and North America was looking for a way to automate its mailroom operations.**

**JPMorganChase** 

## ABOUT JP MORGAN CHASE



JP Morgan Chase is a global leader in financial services, offering solutions to the world's most important corporations, governments and institutions in more than 100 countries.

## THE CHALLENGE



As compliance regulations continue to increase in both number and scope, the automation of document and package workflows has become critical to JP Morgan Chase Bank.



Parcel management



Document security



Asset management

## THE SOLUTION



When the idea of installing a secure locker system from Click n Collect was first imagined, the team at JP Morgan could never have predicted the many ways it could change their day-to-day ways of working.

These lockers would streamline their parcel operations and create a truly bespoke service that made day-to-day administration for JP Morgan employees more straightforward and efficient.

"The company was looking at how we can be more sustainable, be more efficient, and expand offerings, especially as we move into the digital age," says Mary Thomson, a former JP Morgan project manager who worked on this project with Click n Collect.

"Being a bank, we have very stringent requirements for a security locker provider. They needed to be very secure lockers, but also the security of the software connected to the lockers needed to be protected against cyber security hacks."

Mary and her team spoke with many vendors about many different locker systems. However, Click n Collect's ability to adapt to an evolving remit and their excellent customer service skills elevated them above the competition.

"Compared to other vendors, Click n Collect had the bespoke design," remarks Mary. This meant that Click n Collect could adapt their designs and systems wherever the lockers were installed to deliver a tailored experience. Lockers were installed in locations across Asia Pacific, Europe and Latin America.

The JP Morgan lockers were first installed in 2019, and started as in and outbound mail lockers.

As COVID spread around the world in the years that followed, the use of the lockers naturally expanded to act as equipment pick-up points for new starters, secure print pick-up and drop-off facilities, and other HR functions.

Click n Collect worked with JP Morgan every step of the way to make sure their system could adapt and evolve as the project did.

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**Click n Collect**™



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