



## case study | the sterling residences



The architecturally significant Sterling Private Residences Tower stands 50 stories tall and is located near the Chicago River in the prestigious and popular River North area of Downtown Chicago, Illinois, USA. The building's 389 units are home to more than 750 residents and in early January of this year, the Sterling added a TZ Concierge™ Intelligent Locker System to its residents' list of high-end amenities.

Comprising 49 state-of-the-art, software-controlled lockers, the TZ Concierge™ System automatically manages, monitors and tracks the high volume of incoming parcels — an average of 252 parcels — delivered to residents at the property on a weekly basis.

“Before our Condo Board made the decision to install the TZ Concierge™ System, our entire parcel management system was entirely paper-based — a real time-consuming task for my property management team,” said Todd Keene, The Sterling Property Manager. “As packages arrived, we would log them into a booklet manually, create a copy of that log by building unit and post it in our mailroom.

It would take our mailroom attendant more than two hours a day to log all the parcels using our manual, paper-based process. Every day between 8:00 and 9:00 AM, there was a continuous flow of residents into our management offices to collect their packages. We also needed to dedicate at least one hour of one person's time to manage the package pick-up process. The TZ Concierge™ System not only frees up my management team to focus on our primary tasks, but also reduces our need for a dedicated mail room attendant”.

The Sterling property management staff now simply deposit parcels directly into the System and the System automatically notify residents via SMS or email that their parcel is available for secure pick-up at their own convenience. The whole delivery process is tracked automatically end-to-end to ensure complete chain of custody from drop-off to pick-up. Residents are able to retrieve their parcels with the input of a self-selected six-digit password. Deliveries are completely secure.

The Sterling deployment was custom-designed to match the beautiful wood veneer of its surroundings on the building's lobby level, adjacent to the mail room. Not only does the TZ System match the aesthetics of the décor, but it complements the busy lifestyle of its residents as well.

“The demographic of the average Sterling resident dictates a need for the level of convenience that the TZ Concierge provides”, says Keene. “They are a young, tech-savvy, upwardly mobile group of people who live and work right in the area and tend to receive numerous parcels per week.

They want their packages the day they are delivered — even though most residents are not at home during our management office hours. With TZ Concierge™ in place, they can pick up their packages any day and any time. In fact, since installation, we've seen that 65% of packages delivered are picked up after hours.”

In the 90 days since initial deployment, the TZ Concierge™ System has proven its value to the management team and residents. The average time elapsed between package drop-off and pick-up has decreased by 54%, which means that tenants are picking up packages sooner than they were with the previous system. A survey of registered residents who have used the system indicated an overall satisfaction rating of 4.8 out of 5, with 24/7 access and SMS or email notification being the top two system benefits.

Paul Hoffman, Sterling resident and President of the Condo Board says, “I quickly saw the return on the TZ Concierge™ investment when the concept was initially presented to the board. There is absolutely no downside to the installation. It's as significant an amenity as our pool or our tennis courts.

The TZ Packaged Asset Delivery team made sure we had a solution that fits our needs perfectly. They researched our package logs, understood the needs of our residents and mapped the mix of parcel sizes delivered to make sure the locker sizes was right. The residents and management of this property really appreciate TZ's attention to detail to customize a solution for our property.”

TZ has signed a 10 year lease with the Condo Board for the deployment and maintenance of the TZ Concierge™ System at the property.

