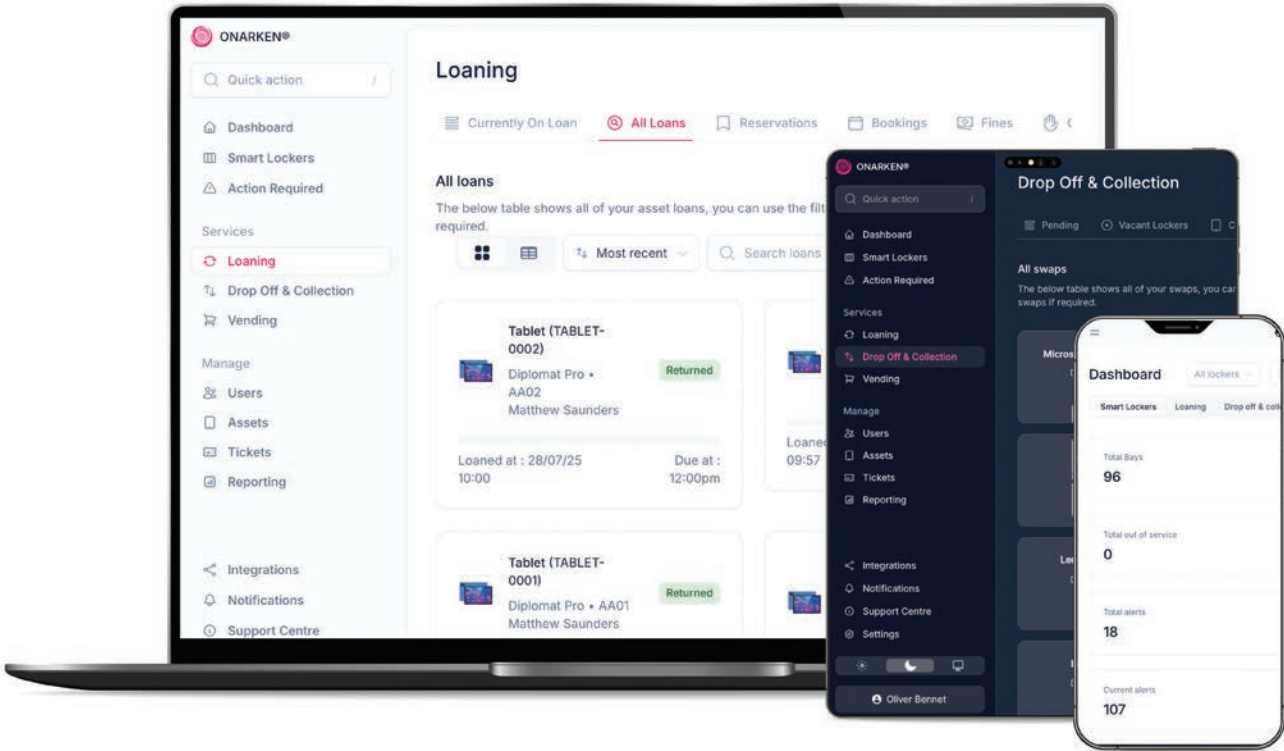


ONARKEN[®]

Smart Locker & Smart Vending Management Software





ONARKEN® and My ONARKEN® app can be accessed on any device

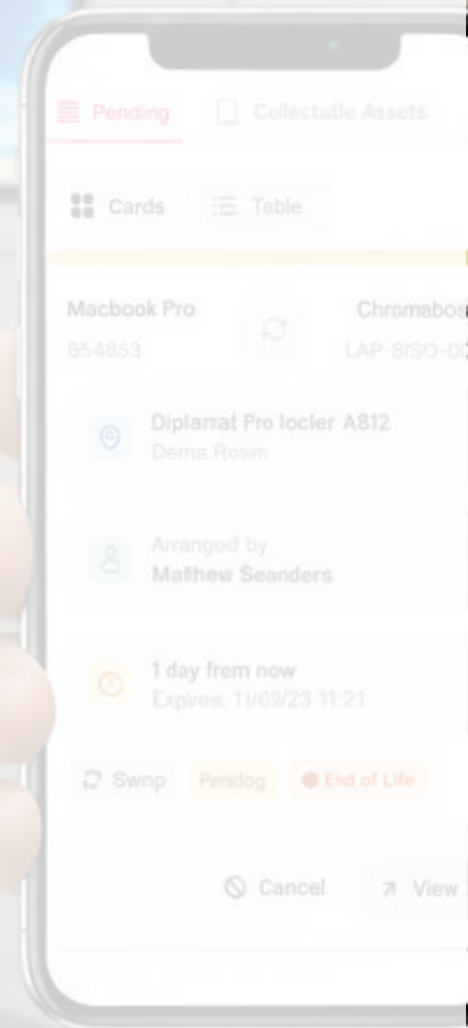
Contents

ONARKEN® Services & Features	4
Loaning	6
IT Service Desk	10
Drop Off & Collection Lockers	14
Personal Storage Lockers	18
Smart Vending	22
Intelligent Asset Verification & Device Return Confirmation	26
AI-Powered Verification	27
SmartLine®	27
Smart Locker Management	28
ONARKEN® Dashboard	28
My ONARKEN® App	28
Reporting & Audit Trails	29
Managing Users	30
Managing Assets	31
Managing Lockers	32
Compare Smart Locker Solutions	34
LapSafe® Support	35

ONARKEN®

Smart Locker Software

At the core of our solutions is ONARKEN®, an intelligent, cloud-based platform that places full control into the hands of administrators. ONARKEN® has been designed from the ground up, following years of customer feedback. We have developed one of the most universal, powerful and innovative smart locker platforms to date.



The ONARKEN® admin control panel brings together all the tools required to monitor, manage, and support users and devices, whether working on-site or remotely.

Tasks such as assigning equipment in lockers or viewing device status are streamlined into clear, simple workflows.

When paired with the My ONARKEN® app, it enables a smooth and intuitive experience for both users and support teams.



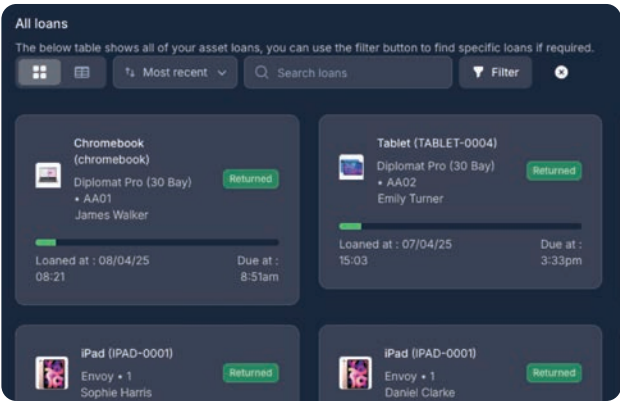
Asset Loaning

On-demand access to the tech people need whenever they need it

With LapSafe®’s self-service loaning lockers, users can borrow assets such as laptops, tablets, Chromebooks, and more anytime, without raising a ticket or waiting at the IT desk.

Whether it’s a late-night study session or an urgent task on shift, our lockers are ready when your users are.

Driven by our intelligent ONARKEN® platform and patented SmartLine™ charging system, LapSafe® offers the most reliable, secure, and energy efficient loaning solution on the market.



Who Uses Asset Loaning?

Education: Students borrow devices 24×7 across campus, no queues, no delays

Healthcare: Staff on shift collect the tools they need, when they need them

Workplaces: Employees borrow devices or peripherals without IT support

Emergency services & defence: Time-critical environments demand instant access

Manufacturing & logistics: Teams can check out handheld devices and tools easily

Putting Asset Loaning Into Action

I want to... Offer 24×7 access to equipment.

Self-service smart lockers make it easy to borrow fully charged equipment at any time of day, without needing to raise a ticket or queue at a help desk.

I want to... ensure the right assets are returned on time.

With Asset Return Confirmation, whether using SmartLine™ or AI Asset Verification, the system confirms that only the correct asset is returned. Automated notifications alert users and admins of any errors so nothing slips through the net.

I want to... make the most of my existing equipment and reduce loss or damaged kit.

Smart lockers reduce the number of devices needed and improve utilisation. As equipment is shared between users fewer units are required overall. Each loan is automatically tracked, with full audit trails and return confirmations through ONARKEN®.

I want to... manage assets across multiple locations.

With lockers distributed across multiple sites or campuses, ONARKEN® provides centralised control and complete remote management.

I want to... improve workflows and meet internal SLAs.

Automated loans reduce delays, speed up response times, and strengthen service performance.

I want to... Understand usage trends and make smarter decisions.

With powerful reporting and analytics built into ONARKEN®, teams can monitor usage, identify high-demand times or locations, and optimise asset allocation, reducing overspend and improving ROI across departments.

Asset Loaning Features

Reservations

Users can reserve an asset online for a set period, ensuring it is ready when they arrive. If the asset is not collected within the allocated time, it is automatically released back into the locker system for others to borrow.

Bookings

Bookings can be made in two ways:
Block Bookings: Book a set of assets for multiple users for a particular date and time.
Single Bookings: Book an asset for yourself for a particular date and time.
If an asset is not collected within the allocated time, it is automatically released back into the locker system for others to borrow.

Best Charged Device

When loaning devices the locker will always issue the best-charged device first. SmartLine™ charging delivers optimal power for devices, allowing simultaneous charging of all devices. Power automatically stops when fully charged, reducing energy use and extending battery life.

Asset Return Confirmation

SmartLine™: the user must plug the device in and close the door to successfully complete the return.
AI: The user must close the door, and AI must detect the correct item. See page 23 for more details.

Rules

The Loaning Multi Rules feature offers greater flexibility in managing assets. This enables different loan durations, such as 1-day or 1-week loans.

Custom Loaning Hours

ONARKEN® allows administrators to define specific days and times when users can borrow assets from smart lockers. This feature enforces controlled borrowing, improves resource planning, and maintains flexibility for item returns.

Issue Fines

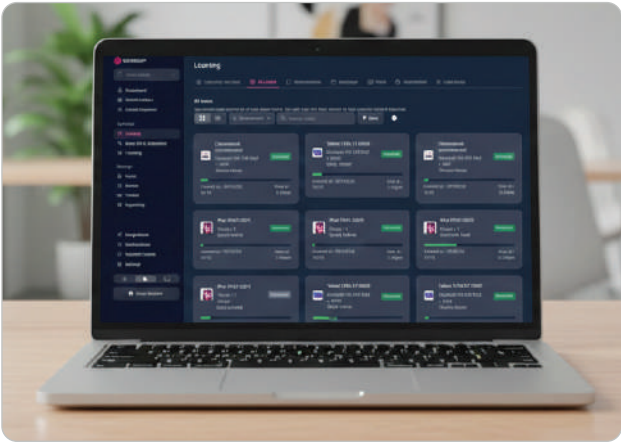
ONARKEN®’s fining feature assigns a monetary value to late returns, helping to track the cost of overdue loans.
Set a fine amount and determine the interval at which it accrues: once, daily, or hourly. Include a grace period to ensure users are only fined if their late return exceeds the specified grace period.

Fault Reporting

Users can quickly report any issues with their assets when returning them to the locker. The simple on-screen fault reporting feature automatically generates a ticket and notifies your IT team, ensuring prompt action. This feature prevents the next user from borrowing a faulty asset.

Quarantine

In certain situations, organisations may need to prevent an asset from being immediately reissued after its return. This ensures assets can be properly inspected for damage, maintained, wiped of personal data, or updated before reuse. Organisations can temporarily hold returned assets according to configurable loan rules, for example, applying a quarantine period to long-term loans while exempting shorter-term ones.



IT Service Desk Lockers

Smarter support with zero delays

LapSafe®'s IT Service Desk is a secure, automated service that simplifies the exchange of assets and IT equipment, from new starter kits to repairs, replacements, and returns. Available 24x7 and fully integrated with your ITSM systems, the IT Service Desk Lockers help save time, reduce costs, and deliver a better user experience. Whether it's collecting a repaired laptop, dropping off a faulty device, or collecting kit from leavers, users get fast, self-service access, while your IT team gains complete control and visibility.



Who Uses IT Service Desk Lockers?

IT departments managing equipment swaps, repairs, and replacements

Facilities and estates teams needing to streamline asset collection or returns.

Universities and Colleges supporting large volumes of students and staff across campus

Businesses with hybrid or remote teams needing fast, flexible support

Healthcare, government, and defence sectors that require secure, auditable asset handovers



Putting IT Service Desk Lockers Into Action

I want to... streamline hardware distribution.

Issue new starter kits, devices, or peripherals without needing users to visit the IT desk. Lockers provide on-demand, trackable handovers at any time.

I want to... manage swaps, repairs, and returns

Whether it's a faulty laptop, end-of-life device, or upgrade rollout, lockers enable fast, contactless exchanges with full audit trails.

I want to... support remote or hybrid staff

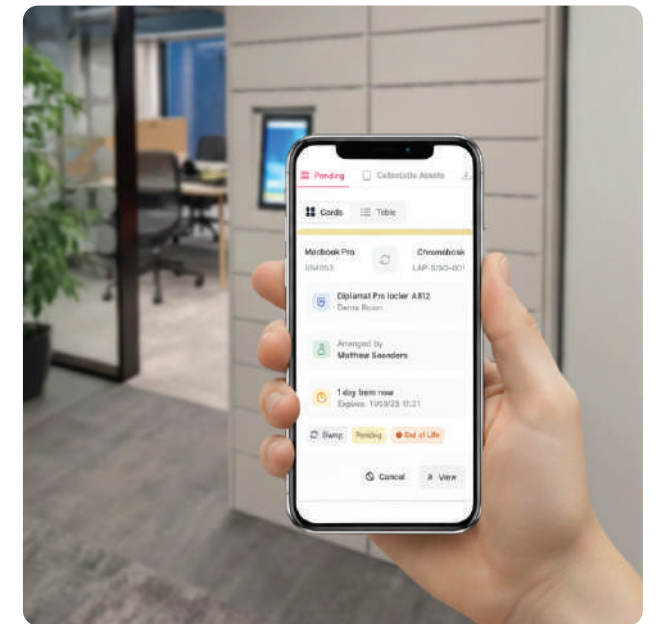
Cut down on travel and waiting times by reducing site visits. Users reserve, collect or return items when it suits them, boosting productivity and reducing downtime.

I want to... integrate with existing IT systems

ONARKEN® integrates seamlessly with ITSM tools, triggering updates, tracking status, and automating notifications and ticket-based workflows, reducing manual effort.

I want to... improve user experience and service delivery

Self-service lockers improve response times, reduce ticket volumes, and deliver a smoother experience for users and IT support teams alike.



IT Service Desk Locker Features

Deployment

Deploy equipment to users whenever new or replacements are required.

New Starter Kit

Speed up the onboarding process for new users by remotely assigning them a locker loaded with all the equipment they need when they start.

Replacement Equipment

IT management teams can remotely assign a locker loaded with replacement equipment for a user, speeding up IT support and reducing downtime.

Replenishment

Quickly and easily replace equipment to maintain the provision of devices on site and service levels.

End of Life

When equipment come to their 'end of life', they can be dropped off at a smart locker and collected by an administrator to be disposed of appropriately.

Swap Out

ONARKEN®'s Drop-Off & Collect service enables users to securely swap equipment using one time codes or ID badges. This feature is ideal for exchanging a faulty equipment for replacement, ensuring the faulty equipment is securely returned for repair, while the user receives a functional replacement.

Custom Reasons

Create custom reasons to specify why equipment is stored in your Smart Lockers. It is common to have a variety of equipment in your lockers for multiple purposes, for example: service or repair, end of life, new stock, and employee off-boarding. Clearly identifying the reason equipment is in a locker helps ensure it is assigned to the correct user.

Your ONARKEN® instance comes pre-configured with three default reasons: Service / Repair, End of Life, and Deployment.

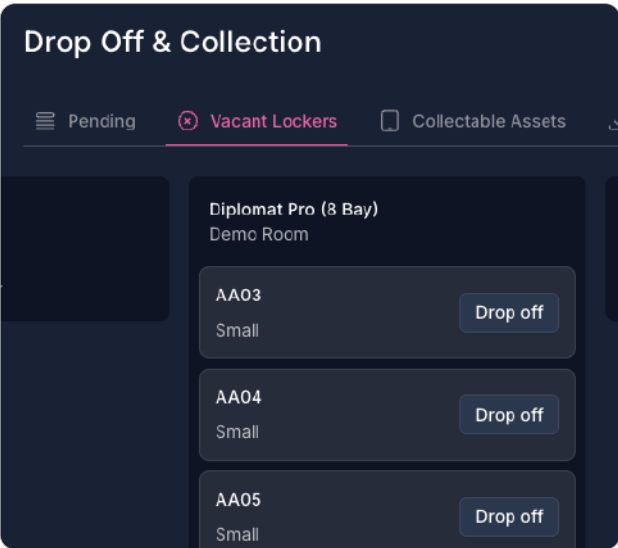


Drop Off & Collection Lockers

Smart, secure handovers – anytime, without the wait

Collection lockers are a fully automated solution for exchanging and/or dropping off items, available 24×7 with no face-to-face interaction.

Whether you’re handing over IT equipment, documents, post, parcels, uniforms or tools, smart lockers simplify the process and free up valuable time.



Who Uses Collection Service?

Education: Ideal for IT asset swaps, coursework, equipment handovers or uniform distribution

Workplaces: Transfer IT equipment, starter kits, post and parcels, or confidential documents between teams.

Healthcare: Enable shift workers to securely access medical equipment and uniforms.

Emergency services & defence: Distribute tools, uniforms, kits, and gear efficiently with full control and audit trails.

Putting Drop Off & Collection Lockers Into Action

- I want to... Hand over items securely without needing to meet in person.**
Allow staff, students, or colleagues to drop off and collect items on their own schedule.
- I want to... Provide 24×7 access.**
Drop off items and/or arrange collections effortlessly. Our smart collection lockers streamline the process, reduce wait times, and give users the freedom to collect items at their convenience.
- I want to... Improve accountability and reduce lost items.**
Every transaction is tracked by ONARKEN®, with full audit trails, notifications, giving clear oversight of what was dropped off, when, and by whom. That means fewer disputes and more reliable handovers
- I want to... Simplify internal handovers and item returns.**
Lockers streamline the return or redistribution of items between departments, teams, or locations, no need for manual logging, spreadsheets, or chasing people down.



I want to... Integrate locker usage into existing workflows.
With full integration into ITSM and enterprise systems, locker actions can trigger notifications, update tickets, or notify users automatically, keeping operations smooth and support teams in the loop.

Drop Off & Collection Locker Features

Drop Off an Item

Users can securely drop off using either a unique one-time code or their ID badge. Administrators can also schedule a drop-off in advance, which is particularly useful when arranging for leavers to return equipment.

Collect Items

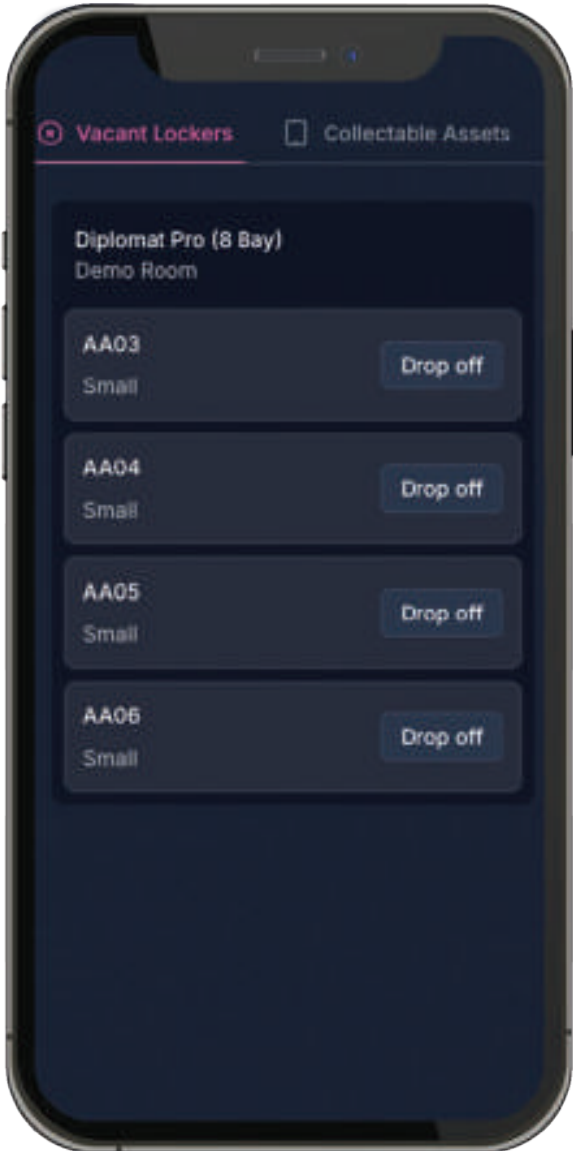
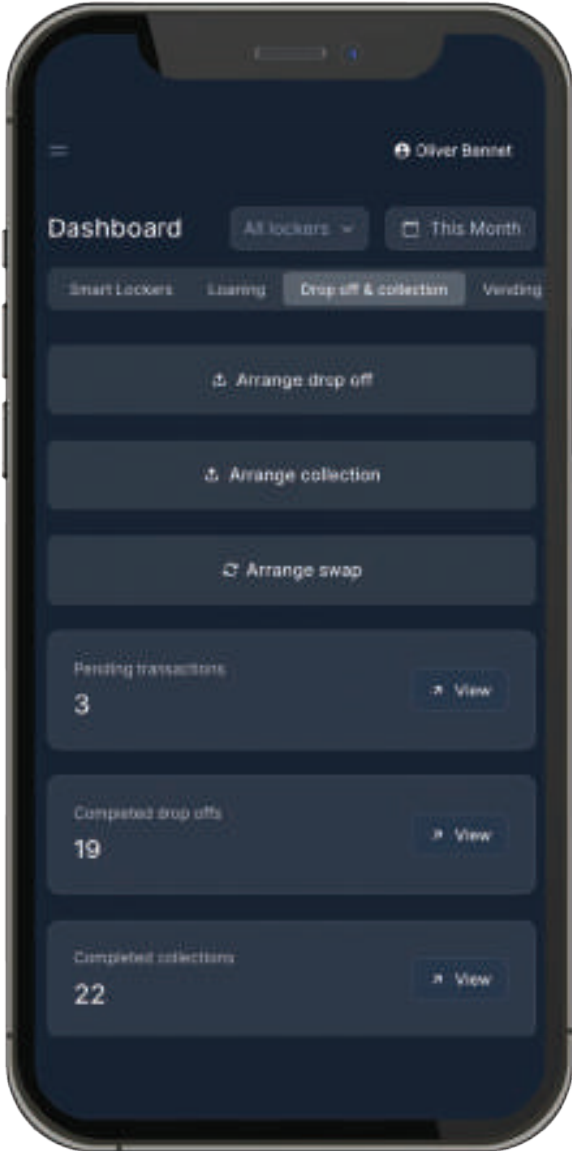
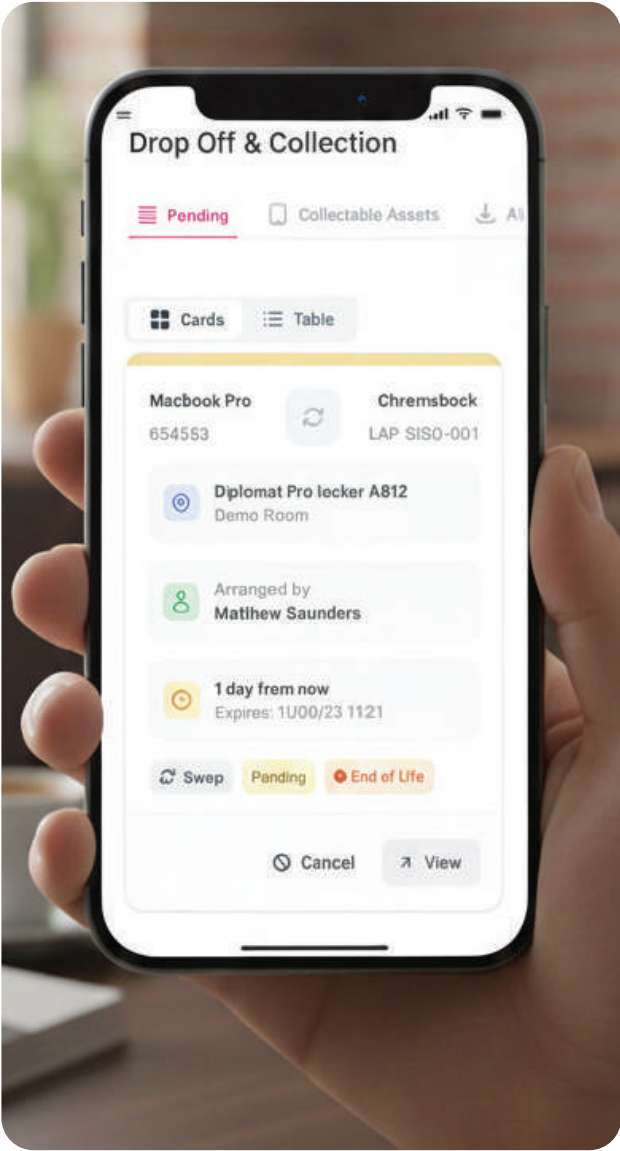
Users can securely collect assets that have been left for them, using a one-time code or their ID badge, which ensures quick and easy access to equipment when needed.

Collectable Assets

View all items waiting to be collected in each locker, including why they're there – whether end-of-life, returned by a leaver, or prepared for a new starter.

Scenarios

Scenarios are configurable workflows that determine the options presented to users after they scan their ID. For example, offering the ability to drop-off and collect assets is a scenario that can be enabled. Administrators can configure and customise these scenarios to suit how they want their users to interact with the lockers.



Personal Storage Lockers

Smart, secure storage for your people

Designed for today's flexible and hybrid workspaces, our smart personal storage lockers, also known as hot lockers, provide secure, self-service storage for laptops, devices, and personal belongings.

Our ONARKEN® platform, enables users to book, access, and manage lockers through our app, access card, PIN, or one time code.

Whether used daily or just for a few hours, these lockers flex to meet changing user needs – helping you support agile working, make smarter use of space, and boost the workplace experience.

Who Uses Personal Storage?

- Workplace:** Hybrid staff needing a safe space for laptops and belongings
- Education:** Students and faculty needing short-term storage between lectures
- Healthcare:** Shift workers and mobile teams in healthcare, and public services
- Offices:** Shared or hot-desking environments where storage must be flexible and accessible



Putting Personal Storage Lockers Into Action

I want to... provide power on the go

Enable users to securely store and charge their devices while they work, without needing desk space or shared charging points.

I want to... secure personal belongings

Offer staff, students, or visitors peace of mind with secure, tech-enabled storage that protects personal items in busy, shared, or high-traffic environments.

I want to... maximise space

Keep work areas clutter-free with modular lockers that support agile, space-efficient layouts.



I want to... boost employee satisfaction

Support a positive workplace experience by providing convenient, self-service storage that adapts to flexible work patterns and helps staff feel more organised and in control.

I want to... allocate locker space.

Locker bays can be assigned either for a fixed period or on a permanent basis to an individual user, accommodating the needs of both staff and visitors.

Personal Storage Features

Flexible Locker Modes

Two flexible modes to suit different workplace needs:

Fixed Lockers: Assign a dedicated locker to each user, ensuring consistent access to their personal space.

Free Lockers: Allow users to access any available locker. Once vacated, the locker is automatically made available for the next user, ideal for dynamic or shared environments.



Smart Vending

Smart Vending Machine for IT Peripherals & Workplace Consumables

LapSafe® Smart Vending Machine vends a wide range of equipment, including keyboards, headsets, charging cables, mice, webcams, PPE, and more.

With 24×7 self-service access, users can vend what they need in seconds, with no delays, no IT Service Desk queues.



Who Uses Smart Vending

Education: Provides staff with instant access to equipment and IT peripherals without IT team intervention

Healthcare: Supports clinical and administrative teams with easy access to items including, PPE, IT accessories, medical equipment and more.

Workplaces: Ensures employees have the IT equipment they need, reducing IT workload.

Defence: Enables secure and controlled asset and IT distribution for authorised personnel

Putting Smart Vending Into Action

I want to... provide 24×7 accessibility

Smart Vending, users can access the equipment they need anytime without relying on IT Support Staff availability. This improves productivity and supports flexible working environments without compromising security or control.

I want to... simplify IT equipment management

Administrators gain real-time insights into stock levels and usage trends, all from one central dashboard. ONARKEN® tracks every transaction, giving you full control over your equipment without manual logging or paperwork.

I want to... reduce IT site visits

Reduce the need for IT teams to travel between sites by enabling remote equipment disruption. Assets can be securely stored and issued from a smart vending unit, meaning users get what they need quickly, without raising a ticket or waiting for IT support.

I want to... control costs

Administrators can set tailored limits on how many items an individual user may vend within a chosen period. This helps you manage expenditure more effectively by assigning costs to specific departments.

I want to... manage our multi-location business

Smart Vending is easily deployed across multiple office locations, with centralised management.



Smart Vending Features

Stock

Real-time stock monitoring and automated restocking alerts keep teams informed when supplies are running low, ensuring continuous availability and improved management.

Vend Requests

Users may submit a request for an item to the IT team. Once approved, a vend ticket or one time code is issued, granting the user permission to retrieve the specified item from the machine. If a user selects an asset type outside their permission group, an automatic request is sent to the relevant location administrators for approval. Sensitive or restricted items are only issued when explicitly authorised.

Arrange a Vend

The ONARKEN® Management Platform makes it easy to issue items for vending in just a few clicks. Administrators can quickly provide instant access through a vending ticket link and one-time code. This feature simplifies the issuing process, saves administrative time, and ensures users can collect items securely and efficiently.

Vending Ticket

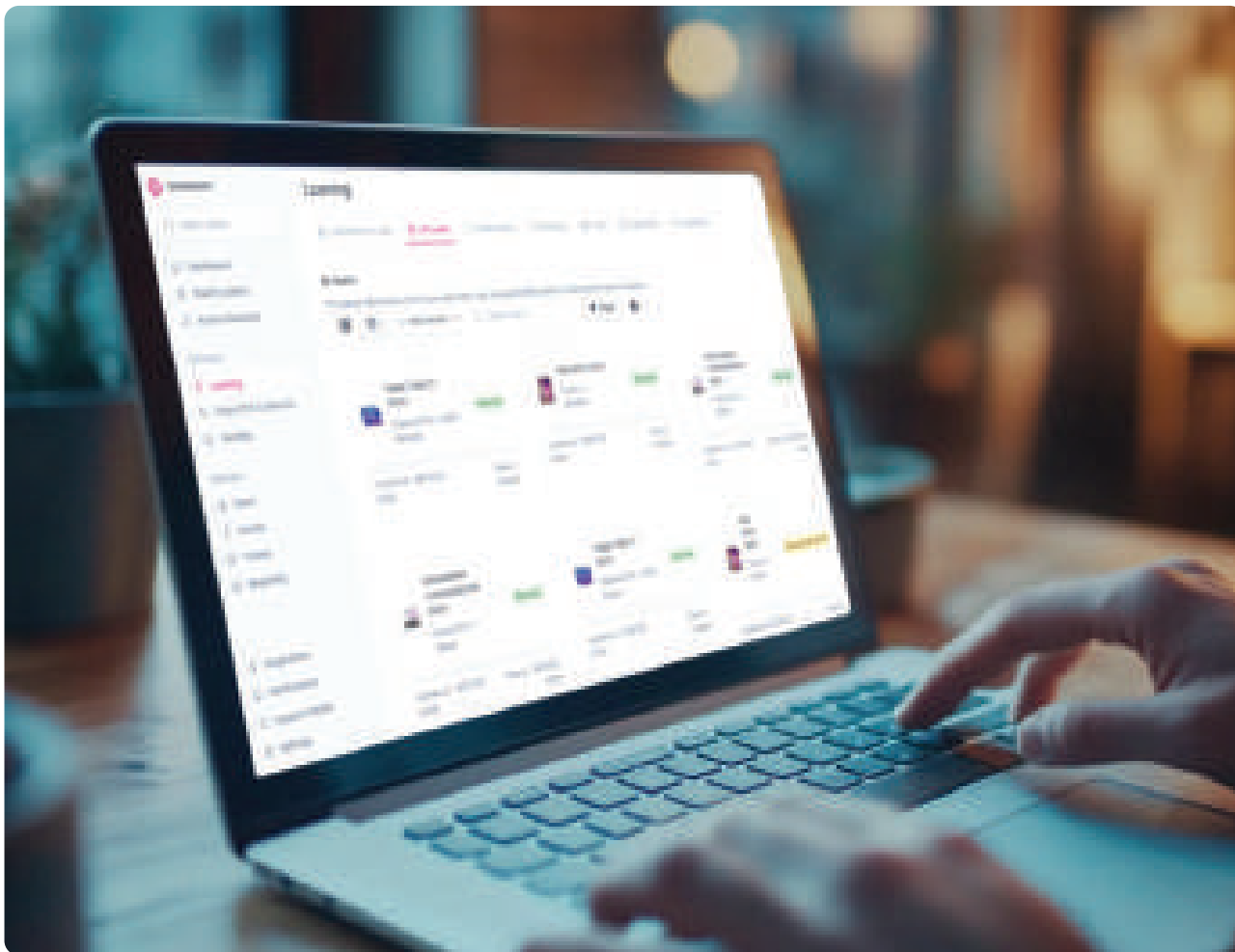
Once a vend is arranged, users receive a digital Vending Ticket that provides everything they need for collection. The ticket displays real-time status updates for the requested assets, includes a one-time code and barcode for secure access, and offers an interactive map with directions to the pickup location.

Vending Limits

ONARKEN® gives administrators the ability to set limits on how often products can be vended within a defined timeframe. Different rules can be applied per product, ensuring high-value or limited-availability items are dispensed fairly and responsibly. This feature enhances inventory control, protects valuable items, and ensures resources are distributed in a fair and accountable way.



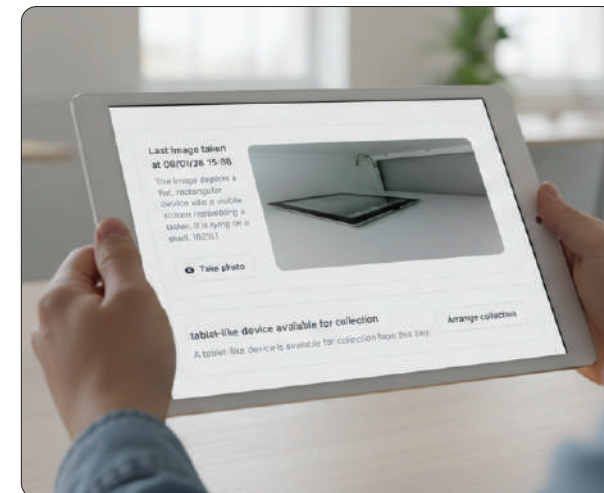
Intelligent Asset Verification & Device Return Confirmation



AI-Powered Verification

Know exactly what's in each locker bay at any moment with AI-powered asset verification. Acting as your proactive smart assistant the system checks that the expected items are in the correct lockers, ensuring that nothing is lost, misplaced, or left unsecured.

Admins can set confidence thresholds for the AI system to follow, should anything fall outside of those thresholds it will be flagged for review. These can be monitored and actioned remotely, providing complete oversight and control.



SmartLine™

Ensure every device is plugged back on to charge and the locker door is closed to complete the return. Without this the device remains on loan to the user. This process guarantees continuity of service without the need for staff involvement.

Additionally with compatible USB-C devices; the system automatically checks the correct device make and model has been returned and plugged in for charging.



Smart Locker Management

ONARKEN® Dashboard

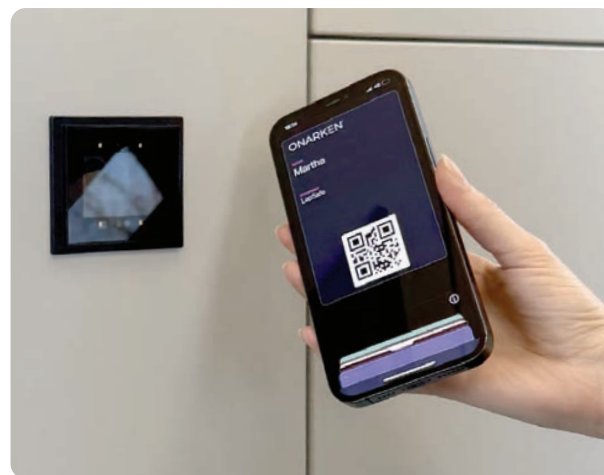
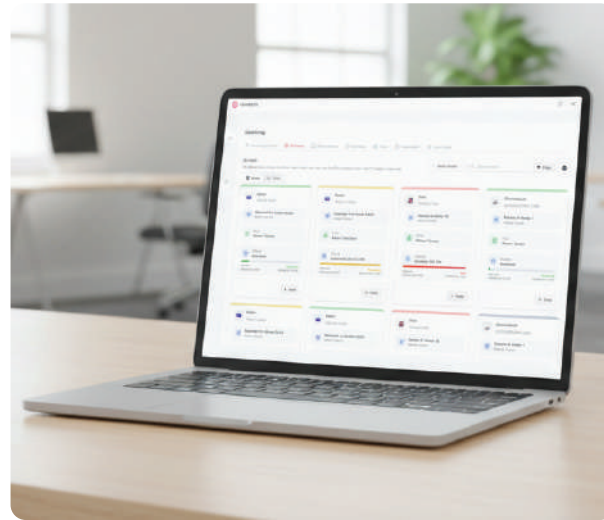
The ONARKEN® dashboard provides a series of pre-configured layouts tailored to tasks such as asset loaning, IT support, hot lockers, and asset oversight. These dashboards make it easy to see the most relevant information. Administrators can quickly filter date ranges, locations, or user activity, enabling immediate insight, faster decisions, and a more responsive service overall.

Action List

Alongside the dashboard, administrators have a dedicated 'Action Required' tab which provides an overview of outstanding actions, including overdue loans, failed returns, bays in quarantine, and out-of-service bays.

My ONARKEN® App

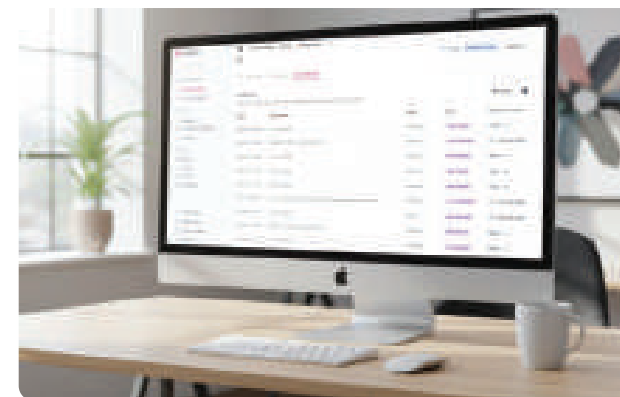
My ONARKEN® is an IOS and Android app that gives end-users simple control over their smart locker usage. Users can reserve assets, make a vend request, view current loans, view their usage history, access their digital ID pass, and receive notifications, all from their phone or personal device for a hassle-free experience.



Reporting & Audit Trails

Generate detailed reports on demand and schedule automated email reports for timely updates.

Data can be exported and visualised as graphs for easy analysis. Automated alerts and scheduled reports mean nothing slips through the cracks as teams are notified instantly, reducing downtime and improving service delivery. And with all data stored securely, ONARKEN® supports internal governance and can assist with external compliance and auditing requirements where needed.



Improve Accountability:

Every interaction is logged, reducing disputes and preventing loss or misuse.

Enhance Decision Making:

Live and historical data support smarter planning around inventory, budgets, and resource allocation.

Boost Operational Efficiency:

Identify underused assets, high-demand periods, and opportunities for optimisation.

Ensure Compliance & Support SLAs:

Full audit logs support inspections, policies, and regulatory requirements.

Reduce Admin Workload:

Replace spreadsheets and manual tracking with automated insights.

Power Saving:

Power saving statistics are captured within ONARKEN®, giving organisations clear insight into their energy conservation efforts. The platform tracks when individual locker bays enter power saving mode and calculates.

Managing Users

User Roles

The ONARKEN® management system allows you to define and customise roles with specific permissions aligned to user responsibilities. From everyday locker users to engineers and full administrators, user roles provide a structured way to control access and actions across the platform.

Access Groups

ONARKEN® makes it simple to manage user permissions by assigning and updating access groups. This ensures individuals always have the right level of access to lockers and resources in line with their current role and responsibilities.

Locker Admins

Within the ONARKEN® management system, specific users can be assigned as administrators for designated smart lockers. These admins have the authority to manage assets and manually open locker doors using their ID card, providing flexible oversight and control at a local level. This feature enables delegated management, improves operational flexibility, and ensures assets are overseen securely and efficiently.

User Comments

Admins can add notes directly to user accounts, for example, “John consistently returns equipment late; a fine will be issued if it happens again.” This feature enhances communication between team members and supports more consistent user management.

User Audit Trails

The audit trail is a full history of all events that have occurred for each of your users, detailing the date and time and actions they took.

Notifications

ONARKEN® offers two notification systems:
For end users: via customisable email templates and in-app alerts.
For administrators: via Teams, Slack, or email. These options ensure timely communication for important moments, including reminders, alerts, and status updates.

Managing Assets

With detailed records and identification via barcodes or references, organisations can track usage, monitor asset history, and make informed decisions about replacements, servicing, or redeployment.

Adding Assets

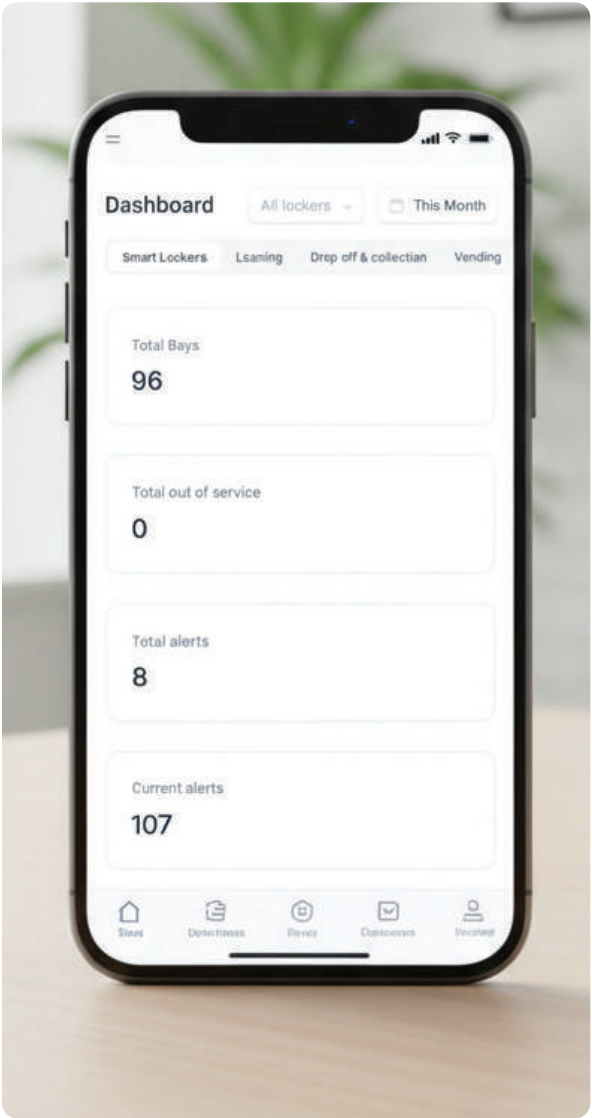
Admins can easily add and register any type of asset within the system, including a full description, barcodes, or unique reference numbers. Each asset is logged directly through the dashboard, providing a clear and accessible overview for efficient management.

Managing Tickets

Asset issues can be reported manually and generated when a user returns a faulty item. ONARKEN® immediately creates a ticket and alerts the appropriate IT engineers, enabling prompt action. ONARKEN® dashboard provides a complete view of each ticket and the actions required.

Asset Types

ONARKEN® allows you to define and categorise different types of assets, tailoring the system to manage a wide range of items stored and used within smart lockers.



Managing Lockers

Locker Map

The Locker Map provides a comprehensive visual overview of every locker and bay, displaying real-time information about the contents and status of each individual bay. Instantly see whether an asset is available for loan, in use, awaiting collection, under repair, or not connected. This simplifies the day-to-day management of devices and assets across your estate.

Manage Bays

Each locker bay can be individually managed, allowing precise control over access, asset tracking, and operational status. This flexibility makes it easy to assign, unlock, or restrict bays as needed.

Policies

The Policies Settings allow you to customise key operational policies for your Smart Lockers. Configure to ensure that users can only access bays or assets that they have permission to use.

Locations

The Location feature allows you to link each locker location to a Google Place, enabling map views and easy sharing of location details with users.

Locker Availability

Generate a custom digital display to showcase loan availability to your users. This display is a web page that provides real-time availability designed for use on screens or digital signage to keep users informed at a glance.

Custom Screen Messaging & Design

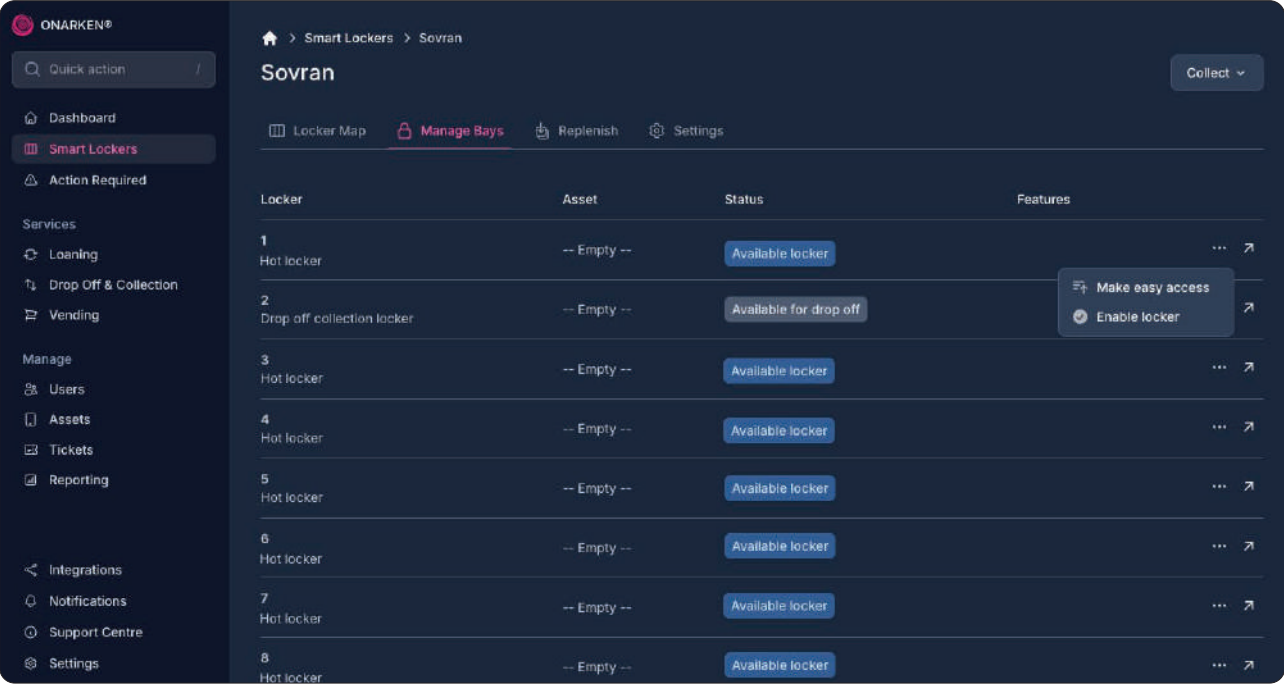
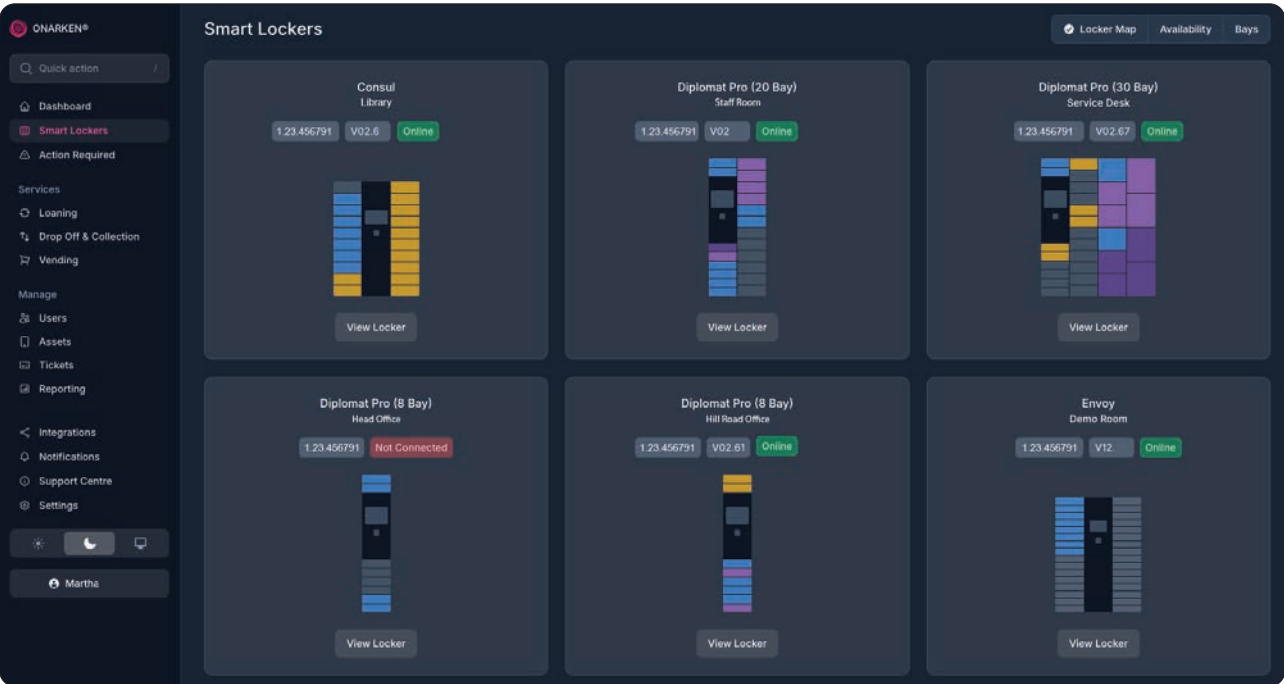
The Screen Design feature allows you to customise the look and feel of your Smart Locker screen to align with your branding. Customise colours, logos, screensavers, and backgrounds to reflect your organisation's identity.

Multi-Language Support

The ONARKEN® management platform is available in multiple languages. Language preferences can also be selected by end users at the locker terminal. Making the services truly accessible to diverse teams and global organisations.

Accessibility

Locker bays can be designated as accessible for users who may have difficulty reaching high or low lockers, ensuring inclusivity, enhancing ease of use and providing equal access to essential devices.



Compare Locker Solutions

Diplomat™ Pro

Our most advanced all-in-one smart locker system, offering full flexibility and intelligent device management.



Envoy™

Optimised for rapid deployment and perfect for tablets, Chromebooks, and smaller laptops.



Sovran™

Streamlines personal storage as well as item drop-off and collection, with secure and efficient user access.



Smart-V™

Enables controlled distribution and effective management of essential equipment.



Consul™

Provides a smooth, fully self-service experience for borrowing and returning devices.



Services	Envoy™	Consul™	Diplomat™ Pro	Sovran™	Smart V™
Asset Loaning	✓	✓	✓	✓	×
IT Service Desk	×	×	✓	✓	×
Drop-Off & Collect	×	×	✓	✓	×
Personal Storage	×	×	✓	✓	×
Smart Vending	×	×	×	×	✓

LapSafe® Support - every step of the way

Our UK based support team is always happy to help with your queries.

For more information visit:

- support.lapsafe.com
- support@lapsafe.com

Customer Support NPS Score

We use the industry standard Net Promoter Scoring System (NPS) to monitor and measure our customer service performance. See our live NPS score at lapsafe.com/nps

“LapSafe® always offer a great service, great product and if you need them for support they are always there to get the job done.”
- Park Community Academy



Here to Help!
Just a click or a call away

If you would like more information, have any questions, or would like to see a demo, please do not hesitate to reach out to our dedicated LapSafe® team

www.lapsafe.com sales@lapsafe.com 0800 130 3456



Unit 3, Wakes Hall Business Centre, Wakes Colne, Colchester CO6 2DY

www.lapsafe.com

sales@lapsafe.com

0800 130 3456