



UCL modernises lost and found process using NotLost

Founded in 1826 in the heart of London, UCL is home to more than 13,000 staff and 42,000 students, with a campus spread across 34 buildings.

The challenge

The security team were overwhelmed with managing large volumes of lost property and affiliated enquiries each week whilst using a paper-based system.

Not only was it causing a huge headache for staff, it was also having a detrimental effect on the student journey. With no process for registering lost item reports, students were forced to repeatedly call in or travel in person the lost property office.

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A big issue for students was the lack of communication. The process was extremely painful and time consuming.

Security Receptionist, UCL

The results

77%

TIME SAVED FOR STAFF TASKED WITH MANAGING LOST PROPERTY

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The quickest service I've ever had with lost property!

Student, UCL

The solution

UCL needed a modern solution to their lost property woes. That's where NotLost came in, deploying the web-based lost property tool across the university.

Staff now simply take a photo of items and NotLost's image recognition software does the rest, creating a detailed report.

When handling enquiries, staff can search across the network in real-time using keywords, images and dates, enabling them to respond promptly.

Staff can also log lost item reports that can be compared with their found items at the click of a button. This lost item form is available online 24/7 too, giving students a modern and mobile method of making enquiries and reducing the number of repeat visits / calls to the lost property office.

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The system is helping us return more items to students, faster. The ability for them to report items lost online has been a hugely beneficial feature.

Security Project Manager, UCL

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The NotLost system is very customer friendly and has generated very positive reviews from both my customers and staff.

Head of Security, UCL