

CASE STUDY BOXING CLEVER

ByBox

If you use a third-party logistics company to deliver parts and materials to your field service team, sometimes you will find that the company in question can also offer the benefit of supplying its own field service software.

That is certainly the case with ByBox, whose nationwide network of box-banks offers 18,000 individual drop-boxes, and has already proved popular with many companies for delivering parts to engineers. Its Thinventory and Vanventory are said to represent the first supply chain solutions platform designed exclusively for the field service market.

Thinventory provides stock management, while Vanventory extends this by keeping a record of what is of what is aboard the client's fleet of service vehicles at any given moment.

Such features have helped various customers including the Tech Guys, the unit set up by DSG to provide after-sales support for customers of Dixons, Currys, PC World and The Link.

ByBox currently makes over 2,000 shipments a night to 500 service engineers working for The Tech Guys. By using its Blackstripe service, the company is able to provide full accountability of

returning stock so it can be repaired or scrapped.

The engineer simply applies a "black stripe" to the original delivery label to transform it into a return. The two-dimensional barcode in Blackstripe can then tell ByBox's scanning system the part is a return and route it back to its origin using the outbound tracking number on the original label. The solution also helps The Tech Guys comply with the WEEE directive on waste electrical components.

