

HOW TO DESTOCK AND RELEASE WORKING CAPITAL WHILE MAXIMISING ENGINEER EFFICIENCY AND PRODUCTIVITY?

One of the UK's leading independent providers of technical support for business equipment has cemented its ongoing relationship with supply chain specialist ByBox by extending the scope of its service agreement.

A specialist provider in the maintenance of printers, faxes, copiers, scanners, multifunctional, AV, barcode readers and other office products, has relied on ByBox's nationwide distribution network for several years to guarantee that spare parts and other equipment get to engineers in the field without them losing valuable working time waiting around for a delivery.

It works to strict service level agreements (SLAs) with its clients and as with many other customers in its industry needed to see how they could further streamline the operation to see the business through what some are calling the toughest year of our generation, while increasing capacity and transparency without any drop in service levels.

Previously, providers of technical support for business equipment sourced their parts from trusted suppliers and received them into their warehouses, ready for distribution when needed. Stock was picked manually and sent out to engineer's through a carrier or some form of dropbox network.

Working closely with these providers, ByBox has now upgraded and refined the service it provides to reduce the need for stock holding, release working capital and maximise productivity through automation of the process.

The new system means that when an engineer places an order for a part, it is collated by with other orders for the day and loaded on to the customer-specific ByBox webservice ready for fulfilment. ByBox pick, label and dispatch the items to the engineer's lock box for collection.

The engineer can also return faulty items back through the network for automatic re-route to the customer's repair centre. Repaired items are then collected and routed back to ByBox' National Hub, where they are booked in according to a unique purchase order reference. This ensures total visibility and complete end-to-end process management.



Newly bought stock is booked into ByBox's market leading ThinInventory™ stock management platform, by purchase order reference. The customer's other parts suppliers simply ship their stock with the matching purchase order, and it is booked in to the warehouse. Giving the customer complete visibility of what has actually been dispatched by the supplier, whilst having total accessibility if the parts need to go out straight away for an urgent job.

In addition, the customer can opt to send out consumables through the new ByBox pre-10am-to-site service, whereby consumable items are shipped out direct to the customer site by 10am the following morning.

"What we have done is completely stream-line the operation, using our expertise and experience to take on some of the burden for stock holding and delivery, leaving the client freer to concentrate on its core business and growing the company," said Mark Garritt, European Managing Director, ByBox.

"In this way we have helped reduce working capital and maximise productivity and have exceeded SLA agreements with customers.

"We have several long-standing relationships with companies working in the maintenance of business equipment industry and are delighted that we are now working closer than ever with companies in this industry."

ByBox has more than 18,000 secure drop boxes at over 1,200 locations around the UK, guaranteeing pre-8am delivery for clients.

