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Bunzl Vending Services sign contract with ByBox Solutions at the AVEX, Earls Court, London

“ByBox have provided Bunzl Vending Services with a distribution solution which has significantly enhanced our ability to meet our customers’ service level agreements. In addition, they have also provided BVS with a simplified returns system through the ByBox ‘Black Stripe’ service which was integrated into our business in a very short timescale. The solution provided by ByBox is already showing BVS greater efficiencies and cost benefits in all areas of our business.” *Jo Clarke, National Service Strategic & Planning Manager – Bunzl Vending Services*

Howard Colliver (right), Managing Director – Bunzl Vending Services and Stuart Miller (left), CEO – ByBox Solutions, sign contracts at the AVEX exhibition at Earls Court.



ByBox is a specialist provider of in-night distribution services. The ByBox network consists of over 14,000 drop-boxes with an additional 175 manned-handover sites for larger items such as fridges and fluorescent tubes. A dedicated pre-8am distribution network operates six nights a week throughout the UK. ByBox’s customers include Dixons Group, Unisys, Konica Minolta, BSKyB, Glaxo Smithkline and Eli Lilly.

Bunzl Vending Services elected to work with ByBox with clear objectives to increase service levels to their customers and reduce costs. The ByBox distribution platform has achieved this often elusive combination through:

- **Reduced engineer drive time:** the density of ByBox’s drop-box network significantly reduces the drive time of Bunzl’s engineers when compared to a depot-collect service
- **Industry-leading levels of delivery reliability:** the dependability of ByBox’s distribution network is largely a result of predictability: it goes to the same drop-boxes and manned-handover sites every night
- **More efficient stock management:** ByBox collects directly from key vending suppliers as well as from Bunzl’s central warehouse.

The benefits of the ByBox platform for Bunzl go beyond simply delivering parts to engineers. ByBox's closed-loop 'Black Stripe' returns process provides Bunzl with complete visibility over the stock items on the return leg.

One of the keys to the success of the solution is that it is easy for the suppliers to use. Bunzl has integrated the order management system with ByBox's stock dispatch system. When Bunzl places an order with a supplier it is imported automatically into ByBox's system, suppliers simply logon through the ByBox web site, confirm the contents of the order and produce the label. This is not only simple for the suppliers it also provides Bunzl with part-level tracking via ByBox's system.

Jo Clarke said, "One of the areas that has impressed us most during the process of changing distribution suppliers is the level of ByBox's commitment to our business as a whole and the flexibility they have shown throughout the system changes, service and IT integration. Our complete supply chain has been reviewed and the process is just as easy for Bunzl's engineers who have not been left out of the communication framework. They receive a text message from ByBox notifying them that there is a delivery to be collected from their box, which is typically located around 5-7 kilometres from their home. They know their delivery will be there and can start their service schedules with the confidence that the part is waiting for them".

Jo goes on to say, "Working closely with ByBox has meant that we can really deliver added benefits that have resulted in significant improvements in our customer service performance".

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