

STUART MILLER, BYBOX, SAYS:

'Intolerance of failure is putting tremendous pressure on the organisations that are responsible for keeping the infrastructure alive. Service levels are tougher than ever. This trend is not going to reverse'

mobile phone. However, it would be wrong to stop technology being used for social chat – "did you see the game last night John?" – as the sense of team needs nurturing through social interaction and events back at the mother ship.'

So using technology to communicate has

logistics services (and effective diagnostics) will provide what is needed when it is needed. Once trust is obtained, the temptation to squirrel is eliminated.'

As Stuart Miller, the chief executive of secure location services company ByBox, observes

