

Tunstall scraps in boot delivery for secure sights

Telecare solutions company Tunstall Group is abandoning in policy of delivering into the boots of its engineers' cars and going to a secure location system.

The company, which provides systems to help people to remain living in their homes, has signed up ByBox to handle its overnight parts distribution to its 160 engineers. The engineers are responsible for servicing hundreds of thousands of pieces of equipment across the UK and Telecare considers it vital that they receive parts as and when they are required 'in the most efficient way possible.'

Tunstall is using the ByBox facility both for stock replenishment and for engineers to return stock for re-work. Duncan Bennett, UK customer service manager for Tunstall, said: 'The fact that our products are used to support vulnerable people who may need assistance at anytime of the day or night means that they must work around the clock— there is no room for mistake as lives could depend on it.

The unique ByBox facility has greatly enhanced the service we have been able to offer to our customers further increasing our customer satisfaction levels.'