

Finalists

ByBox field support/Telent

Telent has a field force of more than 500 engineers to which it dispatches around 1,000 consignments of parts a week. ByBox improved service levels by collecting parts directly from the supplier, delivering them to drop boxes by 8am.

The parts have a "black stripe" that contains the original out-bound information. The result was a 40% reduction in engineer waiting time on site. The lead time in the supply chain has been reduced from seven days to 24 hours.