

PARTS DELIVERY

Carousel switches to ByBox to speed import of critical parts

Carousel, a medical product parts supplier, has switched its parts delivery service into the UK to ByBox in a move to reduce delivery times. Parts were already despatched from Germany by air to arrive in the UK next day, but one of Carousel's customers wanted faster delivery.

Under the new arrangement, ByBox transports the products from Frankfurt to Coventry Airport each night, then sorts them and delivers them to the nearest appropriate ByBox electronic box bank, where they are ready for collection by engineers by 8am the following morning. The system also handles

returns to a central location in the UK or to Germany.

According to Mike Martin, Carousel's sales and marketing director: "The fact that ByBox's IT function is linked to our own Easyweb system makes it simple for us and our customers to track deliveries."

● Another new user for ByBox is Siemens Energy Services, which has appointed the company to provide a parts distribution solution for its electricity and gas meter engineers in a three-year contract worth more than £1 million.

Fujitsu chooses ByBox, UTL for parts delivery

Fujitsu has appointed ByBox and its partner UTL to handle parts distribution in the UK, France, Ireland and the Benelux.

Under the contract, ByBox will be managing the company's national distribution centre, providing inventory planning, warehousing and distribution services. It will also be providing visibility to manage stock through its return process, including the repair loop.

Fujitsu is said to be the world's third-largest IT services provider, and under the ByBox/UTL deal the company will be sending parts out to a 500-strong network of service engineers.

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