

HOME DELIVERY

ByBox opens expanded fulfilment hub

ByBox, the unattended overnight delivery specialist that originally emerged from the home delivery solutions market, has reinforced its drive into the field service support business with the opening of a new 100,000 sq ft distribution facility in Coventry.

The head count at the company's Coventry base has increased by over a third to over 100 staff since the start of the year, and it hints at further expansion, saying that the figure is set for further "dramatic" expansion.

ByBox already claims to operate the largest dedicated through-the-night distribution service in the UK. It makes more than 5 million deliveries a year to its national network of drop-boxes, which are now positioned at more than 750 locations.

The company says it has secured

almost 70 per cent of the specialist field service market in the UK. It has more than 90 customers, who include Coca Cola, Fujitsu, Unisys, KonicaMinolta, AstraZeneca, Computacenter, NRG Ricoh, BskyB, GlaxoSmithkline, Siemens Energy, telnet, Cable & Wireless, Norwich Union, Eli Lilly and Merck Sharpe Dohme.

ByBox has also broken into the European market, having opened a 27,000 sq ft French hub last year near Orly airport. Further continental expansion is on the cards.

Having started out in life providing "intelligent" boxes at unstaffed locations for dropping off goods for later collection, ByBox later built up its own transport and warehousing operation – a move that enabled it to offer a true end-to-end fulfilment capability, including picking, packing, despatch and



Sir Nick Scheele, Chancellor of the University of Warwick, and Stuart Miller of ByBox

delivery of product, usually overnight, for collection by 8am next day.

ByBox owns Logibag, the French company that manufactures its box systems alongside its own range of left luggage lockers. It also undertakes its own software development with a 15-strong team. Its flagship product is a proprietary field service-oriented stock management system called Thinventory.

Despite the business-to-business growth, ByBox has not abandoned the home delivery solutions market, and chief executive Stuart Miller told *Fulfilment & e.logistics* earlier this year that a major initiative in that field is also planned.

This year ByBox says it expects to turn over around £28 million.

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