



### **ByBox and Acal launch supply chain alliance**

ByBox and Acal Supply Chain have announced the launch of an alliance aimed at optimising field service supply chains. Called 'AcalByBox', the combined service offering will provide customers with a single platform to manage their end-to-end service delivery.

Acal Supply Chain is the clear market leader in managing all areas of the parts supply process. ByBox has developed a leading presence both in dropbox delivery networks and supply chain optimisation on its ThinInventory™ software platform. As Stuart Miller, CEO ByBox comments, the alliance is a natural coming together for both parties:

“While today sees the launch of the platform, the Acal ByBox alliance has been taking shape over the last 12 months. It would be wrong for either Acal or ByBox to take all the credit for the idea. In many ways, the alliance was as much to do with listening and responding to what our combined customers were asking us to do. It was becoming clear that an integrated platform designed to optimise parts and engineers' time would be a very compelling proposition.”

So how will customers benefit? Rob Hall, MD Acal Supply Chain, makes the case.

“The short version is that by engaging with AcalByBox, customers can expect to have 100% predictability of parts spend, enjoy a reduced exposure to obsolescence, run an 'asset light' model and spend far less on premium transport. In other words, they can focus on their core strengths and let AcalByBox worry about maximising their supply chain.”

One of the key principles of the proposition is that it does not require a full outsource to be effective, as Hall explains:

“It’s important to be clear that this is not a binary decision: 100% in-house or 100% AcalByBox outsource. Not at all. The service proposition is essentially a continuum – you can choose the level at which you want to engage. Of course, it’s fair to say that the deeper the commitment the more the benefit, but that shouldn’t be confused with requiring a full outsource to get going.”

Given the fact that the alliance was largely driven by market feedback, it is no surprise that the initial response is so positive, as Miller explains:

“We’re currently working with Acal on four major projects. Interestingly, all four are at different levels of engagement – from full outsource to a hybrid in-house/outsource model. What is clear is that in all case – without exception – there is a clear commercial win for the customer which would not be possible without the proactive engagement of Acal and ByBox.”

While the current focus is in the IT sector, the agreement between ByBox and Acal Supply Chain is intended to stretch into other sectors in due course.

Editor’s notes: For further information please email us at: [solutions@acalbybox.com](mailto:solutions@acalbybox.com) or visit [www.acalbybox.com](http://www.acalbybox.com).

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#### **Additional Notes:**

##### **About ByBox**

ByBox is the UK’s leading force in the in-night parts distribution market.

Delivering over 20 million items per year through its national network of 18,000 drop boxes at 1200 locations, ByBox holds 70 per cent of the field service market. It has more than 90 customers including Coca Cola, Fujitsu, KonicaMinolta, Computacenter and the TechGuys.

For further information please visit  
[www.bybox.com](http://www.bybox.com)

## **About ACAL Supply Chain**

ACAL Supply Chain is the leading independent provider of service parts supply-chain solutions in Europe.

By leveraging inventory across multiple customers' ACAL offers its client's innovative approaches to inventory adoption and ongoing operational service part supply-chains.

Our goal is to ensure clients continue to enjoy a flexible, innovative and quality service part supply-chain across the EMEA region and beyond.

For further information please visit

[www.acalsupplychain.com](http://www.acalsupplychain.com)