



# Flexible Scheduling

Flexible allocation of work to engineers depending on their schedule and workload

## Key benefits

- Better utilisation of an engineer's time
- Reduced service failures due to engineer over-run
- Reduced spend on agency engineers to recover from engineers over-running on previous jobs

## How it works

Most carriers despatch systems require customers to print labels allocating parts to engineers during the day. This often leads to over-allocation of jobs to engineers; as an engineer's workload for 'tomorrow' is being assigned 'today' without knowing what kind of afternoon the engineer is going to have. What if they are unable to fix a customer's machine and has to go back the next morning?

The ByBox Flexible Scheduling service addresses this problem; customers use ByBox' Goldfish software to print labels consisting simply of a barcode containing their job reference. At the end of the day, customers complete the allocation of jobs to engineers for the following day. This allocation file is transferred electronically to ByBox, at which point ByBox scans the Goldfish label to create the actual despatch label to route the consignment to the engineer to whom the job has been allocated.



**We can manage your whole supply chain process from start to finish.**

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

[distribution.revolution@bybox.com](mailto:distribution.revolution@bybox.com)

0844 800 5219

## Financial considerations

- Do your engineers over-run? Is it difficult to allocate work at the beginning of the day because of unplanned over-runs?
- How much do you spend on agency engineers?
- How often do engineers fail SLAs due to schedules that have over-run?
- Is your current carrier inflexible to your parts allocation needs?