

BT ENGAGE IT CASE STUDY



“ByBox understands BT Engage IT’s business. This was demonstrated in how they worked with us to develop Quarto™ - the document that provides all the information; from pick, delivery, return labelling and job instruction. An information system that has revolutionised our business.”

Steve West, Managed Services Director, BT Engage IT

BT Engage IT is one of the UK’s leading providers of IT solutions and services to business and the public sector; offering world class consulting, technology and outsourcing. BT Engage IT employs over 800 people at ten offices around the UK.

the situation

BT Engage IT, which has a large mobile workforce, was keen to ensure that its engineers concentrated on the job in hand rather than processing large amounts of paperwork associated with spare parts. Much of their time was taken up with handling several documents relating to stock, returns and work instructions. BT Engage IT teamed up with ByBox to develop a solution to consolidate the paperwork into a single document.

the solution

Alongside BT Engage IT, ByBox developed Quarto™, a full-cycle delivery platform to manage stock from the point it was sourced right through to the return of faulty parts back to the supplier they originated from.

Quarto™ is so called because the pick, despatch, return and work instructions are all detailed on a single A4 sheet organised into four sections. Quarter 1 is the pick information, the ByBox delivery details are on Quarter 2, Quarter 3 is available for specific information such as work instructions and Quarter 4 has the label required to return the stock.

At each stage of the process, the Quarto™ sheet is folded into the appropriate label using one document instead of four. This frees up BT Engage IT engineer’s to concentrate on looking after the customer.

ByBox also operate a supplier collections service with BT Engage IT, where the stock is collected from the nominated suppliers, the parts and delivered to the engineer’s box pre 8am or directly to the customer site pre 10am. Any faulty parts can be returned directly back to the supplier.

the benefits

- Quarto™ keeps the integrity of the ByBox tracking number
- Reduction in paperwork - a single document detailing all the relevant information
- Part-level visibility for BT Engage IT throughout their supply chain
- A forward stock location solution operating strategic stock holding for fast moving spare parts
- Increases first time fix rate on products; by providing reliability and predictability on delivery times

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

Contact us now...

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