

KONICA MINOLTA CASE STUDY



“Working in partnership with ByBox we work smarter, our engineers are more productive, and customer satisfaction has never been higher.”

Ged Cranny, Head of Service, Konica Minolta

Konica Minolta, one of the world’s biggest manufacturers and distributors of business machines, is the UK’s third largest company in the digital copier market enjoying a reputation for product quality and customer service.

the situation

With the business growing, Konica Minolta wanted to find an efficient and cost effective way of getting replacement parts from its central European distribution centre in Antwerp to its 280 strong team of field engineers in the UK. The solution had to be flexible, efficient and simple to use. Parts had to be moved overnight and available for collection by their engineers the next morning before 8am without any deterioration in customer service.

the solution

To meet Konica Minolta’s parts delivery requirements, ByBox invested in a new eHub in Coventry designed to cater for customers with centralised European warehousing. Able to operate later than the existing hub operation, ByBox configured the best way to get parts from Belgium to the engineers via its network of 18,000 UK dropboxes in 1350 locations.

This eHub is where Konica Minolta’s engineers can return

items to keep in stock in a UK warehouse; which effectively means when a part is ordered, parts in the UK are searched for first thus reducing ‘new buy’ stock, providing the engineers with a central location to return unused items to and provides a saving on additional transport costs from Antwerp.

Konica Minolta’s daily parts orders and their ByBox despatch details are sent to Antwerp, where they are processed and collated. At 6.30pm (CET) these are collected by ByBox and driven via the Channel Tunnel to the company’s eHub in Coventry, arriving by midnight. At the eHub they are sorted and delivered to each engineer’s nominated ‘box’, ready for collection by 8am the next morning, 5 days per week.

Scanning the parts also enables complete stock visibility at all times and allows Konica Minolta staff to plan daily work schedules accurately by knowing which parts have been delivered.

ByBox’ IT system fully integrates with Konica Minolta’s SAP system and sends a file regularly throughout the day stating order details and the status of their delivery. Regular updates of the part status are sent to the engineer’s PDA.

the benefits

- Greater visibility of stock increases the ability to keep van stock low and has cut stock holding by two-thirds
- Later European distribution centre cut-off times
- Smarter stock holding and visibility of all stock at all stages of the supply chain enables a reduction in ‘new buy’ stock thus saving money
- Engineers save time by travelling less distance to collect parts
- Increased flexibility meeting customer demands
- Greater reliability of parts movement and precision in planning engineers’ schedules
- Engineers are more productive
- High customer satisfaction rates

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

Contact us now...

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