



Technical Courier

- Outsourced low cost engineers-a real option to an expensive workforce
- On-site maintenance and installation of new & exchange units
- Up to 1000 technical exchanges per day – scalable to manage significant contracts

Key benefits

- 2, 4, 8 hour & next business day call to fix
- Work to a scripted process and/or client training
- IT installation & decommissioning kit disposal
- Dynamic re-routing of return parts
- Real time proof of delivery data
- Automated system activity reports
- Real-time asset tracking over the web
- Repair and repair vendor management

How it works

Exchange, Collection or Delivery?

ByBox ThinInventory™ used in conjunction with the Technical Courier service can help reduce and recover costs spent on emergency jobs. With total stock visibility we can source the corresponding part from the closest site and mobilise an engineer to cover the job within tight SLAs.

Any faulty parts recovered and directed to the repair centre the same day; either your repairer or to ByBox' in house repair centre, can dramatically reduce the amount spent on 'new-buy' stock. The ByBox service can provide an exchange and collect through to plug + play and scripted work.

Financial considerations

- How long does it take to return items into good stock from the start of the return process?
- What percentage of your stock is newly bought because good stock levels are running low?
- How important is it to re-use repaired stock in your supply chain?
- Are you sending your high end engineers to perform simple swap and repair jobs?

