

BUNZL CASE STUDY



“One of the areas that has impressed us most is the level of ByBox’ commitment to our business as a whole and the flexibility they have shown throughout the system changes, services and IT integration”

Vince Taylor, Operations Director, Bunzl Vending Services

Bunzl Vending Services is responsible for more than 55,000 vending machines throughout the UK. It has more than 200 field engineers and operators supplying and maintaining a wide range of machines in a variety of locations.

the situation

Bunzl Vending Services needed a solution that went beyond simply delivering parts to engineers. It needed a field service partner capable of providing part-level tracking of stock, reduce unnecessary engineer drivetime, introduce transparency and control into the returns loop and build a platform for growth in the future.

the solution

ByBox worked closely with Bunzl to develop an IT platform specific to the vending sector; using the ByBox software platform Thinventory™. There are two fundamental components to the solution:

Suppliers – ByBox collects directly from the vending manufacturers and suppliers; this vastly reduces Bunzl’s stock holding requirement. A report is produced by ByBox which shows delivery status of the items so Bunzl only needs to pay suppliers when the item has actually been delivered.

Data – ByBox captures the key information at point of despatch, including part numbers, Bunzl’s order numbers, the end customers’ reference codes and so on; this provides Bunzl with the required granularity of part-level tracking.

Bunzl now places orders directly with its suppliers for the parts required for service or repair; this information is imported automatically into Thinventory™ via an EDI link. The vending suppliers simply logon through the ByBox website, search for PO number then confirm the contents of the order and produce the ByBox label for despatch.

ByBox collects the stock from the suppliers that evening and deliver the parts directly to the engineers’ dropboxes by 8am the following morning. Engineers are sent a text message confirming the delivery. Bunzl Vending Services has total visibility of its parts movements and returns, including part-level tracking through the ByBox website.

This is also true about it’s returns. Using ByBox Blackstripe™ returns, this allows for the quick re-routing of returns by using a unique ‘black stripe’ label.

the benefits

- Reduced engineer stem mileage due to ByBox’ extensive dropbox network
- Industry leading reliability of pre 8am deliveries
- Total visibility of stock movement
- Part-level tracking from supplier to engineer and return
- Improved stock management in the field
- Faster returns loop
- Reduced stock-holding, releasing working capital.

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

Contact us now...

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