

HAKO CASE STUDY



“Our first fix level is of paramount importance to us and it is imperative we get parts overnight to our engineers without fail. We have been very pleased with the ByBox service and especially the fact that ByBox keep us informed.”

Ros Morris, Operation Support Manager, Hako

Hako Machines Limited is the largest and most established manufacturer of floor cleaning machines for indoor and outdoor use, grounds maintenance and transport logistics.

Hako, a direct subsidiary of Hako-Werke GmbH for over thirty five years, offers a wide range of important services as well as exemplary customer service all over the World with subsidiaries in Europe, Australia, America and Asia.

the situation

We moved to ByBox as we had been having service issues with our previous “in-van” supplier which was causing us problems operationally and as our first fix level is of paramount importance to us it is imperative we get parts overnight to our engineers without fail.

So far we have been very pleased with the ByBox service and the level of response given to us.

the solution

Hako chose ByBox to manage the distribution to their field service engineers around the UK. Hako has a team of 30 field engineers who use ByBox’ lock box network to collect their parts five days per week.

ByBox deliver Hako’s parts pre 8am to the network of lock boxes for each engineer to collect. The Hako engineers return any of their unused, damaged or faulty parts to their drop box for the ByBox driver to collect, return back to the ByBox Coventry depot then re-route back to Hako. Hako receives weekly KPI reports from ByBox which show all the statistics relating to their successful and failed deliveries, their returns and their customer support calls.

the benefits

- Hako has more control and visibility of stock
- Hako’s engineers are more productive by being able to fit more jobs in per day rather than waiting for their parts to be delivered to them
- Less travelling time for Hako engineers as their ByBox drop box locations are on average 3 miles from the engineer’s home.

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

Contact us now...
www.bybox.com
distribution.revolution@bybox.com
0844 800 52 19