

# TOTAL HYGIENE CASE STUDY



“ByBox have transformed our distribution process. Our engineers are more productive, their first time fix rate is high and it has helped us reduce costs by limiting the amount of stock sitting on a van.”

Ian Tomlinson, Commercial Manager, Total Hygiene

Total Hygiene is the UK's leading and longest-established supplier of specialist 'wash and dry' toilets, under the Clos-o-Mat brand. The first company to develop and manufacture such a WC specifically for disabled people over 40 years ago; it now has some 40,000 Clos-o-Mat units installed throughout the UK.

Total Hygiene is unique in manufacturing the Clos-o-Mat, and supplying a comprehensive range of fixed and height adjustable bathroom and toileting equipment for the less able. Additionally the company uniquely provides a nationwide, in-house technical team that installs, commissions and services the products.

out of much needed stock before their next scheduled meet up, meaning delays in attending the job. It could take as long as 3 weeks to get parts to an engineer, meaning missed SLAs and delays in responding to critical call outs.

## the solution

ByBox provides Total Hygiene with a flexible approach to receiving the parts. The engineers can order the parts they need for their next day's work and know they will be delivered by 8am the next morning into their nominated iBox. This allows for late ordering of stock if needed.

This process has helped Total Hygiene reduce the stock on vehicles by up to 25% and allows for stock to be tracked and traced at all stages of the supply chain. It also enables the engineers to receive a text when their part is at their box to collect, therefore only needing to travel to the box if their part is there to collect.

## the situation

Before ByBox, Total Hygiene's engineers would schedule a meet up to obtain the parts needed for their jobs. These meets would take up to half a day and were not necessarily in a convenient location for the engineers. There was no tracking on the parts, therefore many engineers would run

## the benefits

- Allows for greater productivity of engineers
- An extra 1.5 jobs per week per engineer are completed
- Engineers are more flexible in planning their day's work
- Money is saved on excess stock sitting in vehicles
- The engineers can complete the job first time around without having to make a second visit
- Has allowed for workforce to accept change and new technology.

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

Contact us now...

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