

## ➤ Prism Medical UK Case Study



*Since working with ByBox our field engineers are travelling less and spending more time on site, meaning not only cost savings in terms of productivity, but also significantly improved customer satisfaction”*

Operations Director, Prism

---

Prism Medical UK provide moving, handling and bathing products for a variety of client needs.

Prism operate a number of regional service centres around the UK, ensuring that their customers are never too far from a Prism engineer. With 24/7 service packages, Prism must ensure that they respond to emergencies quickly and efficiently.

We helped Prism meet demanding SLA's by introducing our pre-8am service and improving the visibility of parts.



Prism aim to work to the highest possible standards, providing support that allows carers to ensure excellent care for their clients. In order to meet these high standards, the following challenges needed to be addressed:

## Challenges

### Wasted engineer time

- ◆ Difficulties getting the right parts to engineers in time
- ◆ Engineers had a later start to their day
- ◆ Early dispatch time meant little opportunity to amend destination of parts

### Reduced parts tracking and visibility

- ◆ Difficulties tracking parts from cradle to grave
- ◆ Unable to identify where parts went missing

### Struggling to meet demanding SLAs

- ◆ Unable to react quickly to customer requests
- ◆ Reduced customer satisfaction

## Solution

ByBox worked with Prism to gain confidence that the right part would be at the right place and at the right time. We understood that having the flexibility to react to customer demand was crucial in meeting the high standards that Prism set themselves. The introduction of late collection by ByBox each day created more flexibility to react to customer requests, as well as engineer availability.

The Thinventory tracking portal was introduced to allow Prism to track parts to the engineer giving full visibility of the parts lifecycle. These engineers also gained the advantage of the ByBox pre-8am service in order to get them on the road sooner.

*“ByBox has made a huge difference to our field performance with almost 100% success rate of parts arriving pre 8am on the day after dispatch”*

Operations Director, Prism

## Benefits

### Increased engineer productivity

- ◆ Pre-8am start time has increased engineer productivity
- ◆ Reduced engineer travel times as lockers are conveniently located near engineers homes

### Boosted tracking and visibility of parts

- ◆ Full visibility of the parts lifecycle
- ◆ Ability to track missing parts

### Tough SLAs are met

- ◆ Increased flexibility to react quickly to customer requests
- ◆ Improved customer satisfaction

Ready to transform your field service?

Talk to us today to explore how you can gain intelligence, visibility and security to your field service edge.



[marketing@bybox.com](mailto:marketing@bybox.com)



[bybox.com/LinkedIn](https://bybox.com/LinkedIn)



[bybox.com](https://bybox.com)