

➤ Vision Unique Equipment Case Study



ByBox seamlessly integrated with our business and had an immediate impact. Usually we experience implementation issues with new services but this was by far the easiest and pain free experience we've had. Our internal team and engineers all love the service."

Head of Business Transformation

Vision Unique Equipment (VUE) are industry leaders in fleet risk management solutions.

Their vehicle hardware has been developed over the 20 years they have been working in the field, and their easy-to-use software systems give organisations quick insights that inform preventative maintenance decisions, minimising the time that vehicles are off the road.

ByBox helped VUE gain control of the stock that was frequently going missing on customer sites and contributing towards unnecessary costs. By using our UK wide network of secure locations, VUE also gained end to end visibility of their parts in the field.



VUE develop all of their solutions in-house and pride themselves on giving customers the convenience of a one-stop shop. In order to continually meet their high standards, the following changes needed to be addressed:

Challenges

Poor tracking visibility

- ♦ Struggling to identify where parts were going missing on customer sites
- ♦ Difficulties tracking field inventory levels
- ♦ Engineers were holding faulty or unnecessary stock and waste in their vans

Reduced flexibility

- ♦ Limited flexibility when picking up parts from different locations
- ♦ Inability to reallocate parts to a different engineer at short notice

Unnecessary costs

- ♦ Cost of inventory lost in transit
- ♦ Costs incurred to replace missing parts

Solution

ByBox understood the importance of helping VUE to reduce the number of missing parcels, which was incurring unnecessary costs and wasting vital engineer time.

By using ByBox's UK wide network of secure lockboxes in suitable locations, engineers gained the flexibility of collecting their required parts each morning for their upcoming jobs and being able to arrive on site and get to work straight away. As well as this, ByBox provide end-to-end visibility of parts that can be easily re-allocated to another engineer when required, improving overall control.

"As part of their daily visit to their ByBox locker the engineer simply adds a label to a box with the stock they no longer require and it is returned to us within 24 hours. This means we currently have a 24-48 hour turnaround time of parts from initial despatch, fitting of the kit and return of unused stock. This has been a real game-changer for us."

Head of Business Transformation

Benefits

Boosted tracking visibility

- ♦ End to end visibility of parts in the field
- ♦ Increased parts security
- ♦ Stock that is no longer required can be easily returned within 24 hours

Improved flexibility

- ♦ Engineers can access parts from locations that are convenient for them
- ♦ Parts can be reallocated to another engineer at short notice

Cost reductions

- ♦ Missing parcels reduced
- ♦ Parts are received by engineer, avoiding unnecessary costs to replace

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.

VUECS0322UK



marketing@bybox.com



bybox.com/LinkedIn



bybox.com