

# Seamless Last Mile for Data Centers

## The Last Mile Is a Challenge Facing Most Data Centers

The last mile can be the most non-secure and complicated part of the supply chain. Drivers want to drop off their package and get onto the next job, the recipient is usually busy, and many things can go wrong. Parts are not handed off for time-critical jobs, vital spares go missing, and tools are rarely dropped off where they're needed.

In most cases, the last mile is the only part of the supply chain process which nobody has direct control over. As customer expectations grow, supply chains have become adept at tracking stock, moving it quickly, and getting it delivered on time; yet when items arrive at their final location they often disappear. The field service software you have invested in doesn't take you all the way through the final mile or give you the visibility you need.

Data centers are one of the world's most important industries. As the pace of technology growth continues, keeping the systems in these buildings running as smoothly as possible is crucial.





## Using a Legacy System in the Final Mile

Delivering parts to a data center can be a very complex process as security is critical. Just getting through the front door is difficult, often needing background checks and the need to book visits in advance.

The tolerance for equipment failure is very low. Any outages, even short ones, can cost millions of dollars in damages. Companies that supply and manage data center equipment have to be proactive in equipment maintenance; not waiting for equipment to fail but predicting when it might and taking steps to prevent it from doing so.

Furthermore, getting parts to the correct section of the building can cause a lot of issues. Data centers can be as large as 750,000 square feet, so a lot of time can be wasted if parts are sent to the wrong area. This is unacceptable when Service Level Agreements (SLAs) are tight.

## TOP CHALLENGES identified by field service organizations are:

**48%**

Reducing profit margins\*

**56%**

Meeting customer expectations\*

**42%**

Visibility of spare parts inventory\*



# THE SOLUTION

ByBox Edge3 gives you the control, visibility, and intelligence you need to better serve your customers. Through the seamless API integration, you can:

- ◆ Reduce costs
- ◆ Improve productivity
- ◆ Gain inventory visibility
- ◆ Increase customer satisfaction
- ◆ Achieve green initiatives

Take your last mile from costly and confusing, to productive and seamless.

## With ByBox, it's easy to:



### Reduce logistics costs by:

- ◆ Removing the reliance on expensive premium courier services
- ◆ Providing an unmanned 24/7 fixed and secure delivery point
- ◆ Consolidating return collections
- ◆ Improving part return reliability
- ◆ Utilizing smart, secure, carrier-agnostic locations



### Improve engineer efficiency and productivity by:

- ◆ Enabling engineers to respond quickly and start early
- ◆ Ensuring critical part availability
- ◆ Eliminating lost parts on site
- ◆ Removing time wasted searching for parts
- ◆ Enabling last-minute engineer scheduling decisions
- ◆ Reducing penalties for missed SLAs



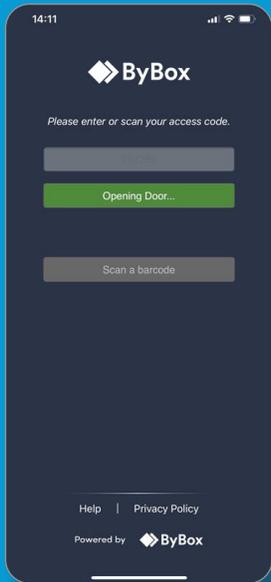
### Increase customer satisfaction by:

- ◆ Improving your first-time fix rate
- ◆ Meeting tight SLAs
- ◆ Showing your customers the value you bring



### Optimize inventory holding by:

- ◆ Placing inventory where it's needed at strategic customer locations
- ◆ Dramatically reducing truck stock and centralized inventory storage
- ◆ Enabling visibility of inventory in the field
- ◆ Providing a full audit trail of field-based parts
- ◆ Delivering real-time access to inventory

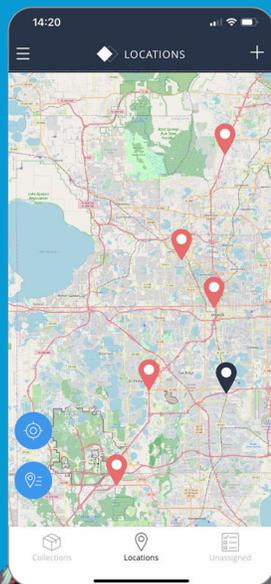
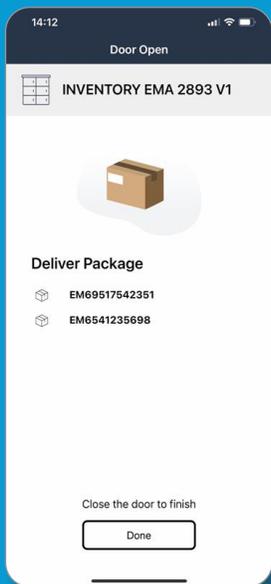


# Take Control of Your Inventory in the Last Mile

ByBox provides and controls secure on-site inventory. Parts traditionally held in forward stock locations and then delivered to the site on a same-day basis, can instead be held very close to the point of need and require no same-day deliveries. This makes it easy to meet and improve your SLAs and quickly react to any issues as soon as they arise.

For data centers, these benefits combined offer a convenient solution that helps keep these vital buildings operational.

The ByBox Edge3 solution has helped some of the largest data centers achieve success.





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**“We have worked with ByBox for many years now and their services have evolved with us to ensure that we continually provide innovative solutions for our customers”.**

**–LOGISTICS MANAGER, UNISYS**

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## **WE PICK UP WHERE YOUR FIELD SERVICE SOFTWARE DROPS OFF.**

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