

# ➤ Hoppecke Batteries Case Study

Hoppecke Batteries is the largest producer of industry battery systems in European ownership. Since 1927, the family company has been developing and producing in Germany. Now with over 10,000 customers, Hoppecke has all reliable and innovative storage technologies in its product portfolio.

## Challenges:

### Reduced parts visibility

- ◆ Causing delays in parts being assigned to jobs
- ◆ Concerns over expensive parts that need secure, visible storage

### Struggles distributing parts

- ◆ Courier delivery to site
- ◆ Leading to loss of stock

### Speed of repairs

- ◆ Working to supply batteries to rail networks, wind farms, commercial vehicles and data servers where urgent repairs are critical
- ◆ Missed SLAs

## Solution:

Hoppecke use ByBox's extensive iBox network for the flexibility of being able to send and return parts to over 300 locations. This means that when jobs are booked Hoppecke search for the nearest location on the ByBox network and send the engineers parts to the locker knowing that it will be delivered next business day, by 8am at the latest.

Hoppecke also use ByBox's direct to site service so that the engineer can collect part(s) while on site at the job. This service works brilliantly for Hoppecke as they send their smaller service parts through the network at a transactional rate.

## Benefits

### Boosted parts visibility

- ◆ Complete end-to-end part visibility
- ◆ Reduced stock loss
- ◆ Full reporting suite on parts sent and returned

### Improved parts distribution

- ◆ No missing parts from unreliable couriers
- ◆ Increased customer satisfaction from meeting tough SLAs
- ◆ Greater flexibility in scheduling jobs using job based delivery

### Increased security

- ◆ Parts are delivered to secure lockers
- ◆ Reduction in overall stock holding

## 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.



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