

## ➤ JLA Case Study



*Using ByBox as one of our partners really does help with our supply chain, stock levels and inventory. We see ByBox as an extension of JLA as it is vital our parts are received by our engineers on time - this also assists our FTF rates keeping our SLA's on target with our customers."*

Supply Chain General Manager – JLA

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**JLA is the UK's leading provider of commercial laundry, catering, heating and fire safety solutions. With a nationwide network of over 400 service engineers, JLA offer a unique end-to-end solution that supplies their customers with market-leading commercial equipment as well as an unparalleled level of breakdown cover.**

We helped JLA hit targets by integrating our Goldfish process and using our Verify mobile app. This has allowed them to improve their scheduling and increase tracking visibility.



For JLA it is vital that parts are received by engineers in time to hit demanding SLAs. To achieve these targets they had to address the following challenges:

## Challenges

### Poor tracking visibility

- ♦ JLA were struggling to identify the collection and return of parts in the field
- ♦ Difficulties tracking inventory levels

### Scheduling issues

- ♦ Limitations on when scheduling can be done
- ♦ Caused first time fix (FTF) rates to be reduced

### Wasted engineer time

- ♦ Engineers were unable to start their day earlier
- ♦ Late cut off

## Solution

ByBox worked in partnership with JLA to identify ways of improving their supply chain, inventory levels and visibility.

The Verify App allows JLA to track when an engineer has collected a part and the condition of any returns.

By using the system integrated Goldfish process, JLA have greater flexibility with their scheduling which allows them to assign and move around engineers jobs later in the day.

## Benefits

### Boosted tracking and inventory visibility

- ♦ End to end visibility of parts including those in the field
- ♦ Known conditions of returns

### Improved scheduling

- ♦ Jobs can be assigned to engineers later in the day
- ♦ FTF rates are increased

### Increased productivity

- ♦ ByBox have a 99.7% pre-8am delivery success rate and JLA find that 90% of their parts are delivered pre-7am
- ♦ Engineers can start work early and be prepared for their first job with parts in hand

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*“Verify has been invaluable and proven successful in giving the information on the collection and return of parts which we would not previously been able to track.”*

Supply Chain General Manager – JLA

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**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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