

➤ Miller's Vanguard Case Study



We have worked in partnership with ByBox for many years. We have found that the reliability of our parts being delivered to the right place at the right time is invaluable towards achieving our excellent level of customer satisfaction and ByBox help us achieve that on a daily basis.”

Purchasing & Supply Chain Manager – Miller's Vanguard

Miller's Vanguard is the UK's premier service, maintenance and equipment supply company within the food-service industry. They have over 40 years experience in pro-actively maintaining and reactively repairing food-service assets.

We helped Miller's Vanguard improve their inventory levels, increase engineer flexibility and hit high standards by using our Supplier Direct model and locker solution.

In order to achieve their excellent level of customer satisfaction, Miller's Vanguard needed to address the following challenges:

Challenges

High inventory levels

- ◆ Over ordering stock
- ◆ Expensive parts were held unnecessarily in their warehouse

Wasted engineer time

- ◆ Engineers had a later start to their day
- ◆ Couldn't access parts 24/7/365

Difficulties achieving high standard SLAs

- ◆ Parts were not delivered together as a complete order
- ◆ Unable to re-assign parts to another engineer when schedules didn't go to plan

Solution

For Miller's Vanguard it was important that inventory levels were kept to a minimum, by using ByBox's Supplier Direct service they were able to order parts from suppliers on a just-in-time basis.

In order to maximise engineer efficiency, parts are now delivered to ByBox's network of lockers. This allows engineers to access parts at any time of the day or night.

Benefits

Boosted inventory visibility and control

- ◆ Parts can be ordered as and when required
- ◆ Unnecessary stock holding is reduced

Convenient access to parts 24/7/365

- ◆ Engineers are able to collect and return parts when it suits them
- ◆ Engineers can start their days earlier and be at their first job with parts in hand
- ◆ 90% of deliveries are delivered pre-7:00am

Improved SLA performance

- ◆ Parts are consolidated by ByBox prior to delivery which means they are delivered together as a complete order
- ◆ Suited locks allow parts to be accessed by another engineer in the event of absence
- ◆ Leading to increased customer satisfaction

"Supplier Direct model allows us to order from our suppliers as and when we need parts which keeps our inventory to a minimum especially on more expensive parts as we can buy on demand rather than holding unnecessary stock in our warehouse."

Purchasing & Supply Chain Manager – Miller's Vanguard

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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