

➤ Zonal Case Study



We have partnered with ByBox for a number of years now and find their delivered on time performance is constantly above 99%. Knowing we have a reliable service gives us the comfort to do what we do best and helps massively in delivering our own tight deadlines.”

Warehouse Operations Manager, Zonal Retail

Zonal is a UK-based, family-owned connected technology provider, offering a comprehensive, integrated suite of technology solutions to more than 16,000 hospitality and leisure businesses across the country.

We helped Zonal meet demand by utilising our warehouse facility and increasing the speed of repair. This has allowed them to improve efficiency, reduce costs and hit demanding SLAs.



Zonal wanted to improve customer relationships and lower their costs by addressing these three key challenges:

Challenges

Helping customers over the weekend

- ◆ Zonal was struggling to support customers who required support over the weekends

Missed warranty claims on parts not returned in time

- ◆ Caused by a long return repair loop

Wasted engineer time

- ◆ Engineers had to wait a long time for parts
- ◆ Engineers had a later start to their day

Solution

Access to payment devices are crucial in the hospitality industry and ByBox worked with Zonal so that they could be quick to respond and limit any costly customer downtime.

By using ByBox's warehousing facility over the weekend to store, pick, pack and distribute stock, engineers can place urgent orders during a Saturday and Sunday with the confidence that their parts will be ready to be picked up by 8am the next day.

All of Zonals parts are now delivered to ByBox lockers allowing their engineers to get on the road faster and start their first job earlier.

Finally, ByBox's Auto Reroute automatically redirects return stock, either back out into the field for good stock or back to repairer / warranty.

Benefits

Increased customer satisfaction

- ◆ Dramatically improved customer experience through 7 day a week pre 8am delivery of parts to engineers

Tough SLAs are met

- ◆ Urgent stock can be drawn off throughout the entire week

Improved warranty claims

- ◆ Enabled by rapid handling of returns

Increased productivity

- ◆ All engineers on the road by 8am, maximising productivity and the time available to fix customer problems each day

Reduced travel costs

- ◆ Strategically placed locker locations keep travel time to a minimum which positively impacts fuel costs and engineers down-time

"Auto reroute has definitely improved our warranty claims with our supplier and has sped up our whole PED returns time"

Warehouse Operations Manager, Zonal Retail

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.



marketing@bybox.com



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