

➤ HTEC Case Study



With ByBox moving over 2000 parts a month and consistently exceeding our SLA, we would highly recommend them for a complete field service logistics solution for any company”

Logistics Manager, HTEC

HTEC provide some of the worlds leading retailers with retail, payment and loyalty solutions including electronic point-of-sale, card payment terminals and services, customer engagement, forecourt site controllers, outdoor payment terminals, automatic-number-plate-recognition, handheld devices, back office and head office systems.

With over 40 years experience in the industry, their software is designed with the forecourt and convenience market in mind. HTEC process over 2.5 million loyalty transactions across 5 countries, 100 million payment transactions each year, and 1.5 million stock files daily.

We helped HTEC hit demanding SLAs and optimise inventory levels by providing full visibility of their parts into our secure locker network.

HTEC is committed to delivering the ideal solutions to enable businesses to become more efficient and profitable. In order to keep up with high demand, the following challenges needed to be addressed:

Challenges

Reduced parts visibility

- ◆ Difficulties tracking parts in the field
- ◆ Parts held in self-storage locations with restricted access and poor visibility

High inventory levels

- ◆ High excess stock levels
- ◆ Restrictions planning jobs in advance and knowing which parts will be required before arriving on site
- ◆ Critical parts needed to be located closer to customer locations

Difficulties achieving high standard SLAs

- ◆ Unproductive engineer time caused limitations on the number of jobs completed per day

Solution

For HTEC it was vitally important to boost the tracking and visibility of parts in the field. ByBox provided full visibility from collection to delivery into our secure network of lockers, as well as full stock reporting at Forward Stock Location (FSL) sites. HTEC also benefited from our Pre-8am service allowing their field engineers to start earlier and increase the number of jobs completed per day.

“Having end-to-end visibility of our parts in the field has proven invaluable and has definitely improved our inventory levels”

Logistics Manager, HTEC

Benefits

Boosted tracking and visibility of parts

- ◆ Improved visibility of parts in the field
- ◆ Enabled full reporting on stock held at FSL's

Optimised inventory levels

- ◆ Reduced excess stock
- ◆ Linked parts to jobs to guarantee availability in the field

Increased SLA performance

- ◆ Reliable field stock holdings increased engineer productivity and SLA performance.

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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