

Provider Case Study



ByBox and the relationships we have formed over the last 4 years are an integral part of our business, crucial to the installation of smart meters for our contracts with large energy suppliers, and a key part of our vision to be the best smart metering business in the United Kingdom”

Head of Business Development, Provider

As part of the Sureserve Group, Provider form part of a wider Energy Services division offering smart meter services to many energy suppliers including Scottish Power, EDF Energy, Octopus Energy and E Gas and Electricity.

We helped Provider meet growing demand by utilising our Supplier Direct solution combined with our engineer online order portal. This has allowed them to improve efficiency, increase visibility and reduce distribution costs.



Providor is proud to be one of the UK's "go-to" smart meter installation businesses, and offer nationally both credit and pre-payment smart meter installation, traditional metering, and emergency supply coverage.

In line with the government's challenge of energy reduction, Providor have completed well over 1,000,000 SMETs1 and SMETs2 smart meter installations. In order to keep up with demand, the following challenges needed to be addressed:

Challenges:

Wasted engineer time

- ◆ High travel and wait times for over 200 engineers
- ◆ Manual and time restricted engineer order processes

Reduced parts visibility

- ◆ Difficulties tracking both new and used assets
- ◆ Limited forecasting and availability of assets and consumables

Distribution challenges

- ◆ High last mile delivery costs
- ◆ Geographically difficult areas getting a constant service
- ◆ Issues with reverse supply chain

Solution:

Understanding that Providor's main issue was the visibility, procurement and distribution of consumable spare parts, ByBox combined its Supplier Direct and engineer online order portal with its Thinventory operating platform.

Listing Providor's critical and fast-moving goods, engineers can order direct through the portal.

With its extensive list of certified suppliers, ByBox picks up directly from the supplier and sorts the orders in its Super FSL for delivery to smart locker near the engineer. Thinventory manages the entire process and gives real-time visibility of inventory and part movement.

Benefits

Increased engineer productivity

- ◆ An estimated 60,000 engineer hours per annum were saved due to less travel time
- ◆ Engineers travelled on average 25 miles less per collection and return. Across 300 engineers this resulted in an estimated saving of nearly £2 million

Boosted inventory availability and visibility

- ◆ End to end visibility of parts
- ◆ Improved forecasting leading to reduced stock holding

Improved parts distribution

- ◆ 100% saving of supplier distribution costs
- ◆ Late evening cut off for urgent requests

"The systems we have in place with ByBox allow our engineers to focus on fitting meters, whilst saving the business time and money due to the efficiency of the whole ByBox system"

Head of Business Development, Providor

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



bybox.com/LinkedIn



bybox.com