

➤ Glen Dimplex Case Study



As a key supplier of ours, we rely on ByBox to keep our business moving. Having worked together for 10 years now we have built a fantastic relationship in which we highly value their unbeatable service levels.”

Customer Experience Warranties and Programmes Manager – Glen Dimplex

The Glen Dimplex Group is the world leader in intelligent electric heating and renewable energy solutions, as well as holding significant global market positions in domestic appliances, cooling and ventilation.

From manufacturing facilities around the globe Glen Dimplex serve the domestic and commercial building markets worldwide, with an unrivalled range of intelligent low-carbon solutions for space and water heating.

We helped Glen Dimplex gain control of unnecessary inventory costs by integrating our Goldfish process and utilising our warehouse facility. This has allowed them to significantly improve their returns process and extend their working day.



As a world leader in intelligent electric heating and renewable energy solutions, Glen Dimplex wanted to ensure their high standards were achieved by addressing the following challenges:

Challenges

Loss of stock

- Parts were often lost as they were sent directly to customer locations
- If a job were to be cancelled, there would be difficulties returning parts

Inventory issues

- Limited visibility and control over stock
- Difficulties holding parts
- High inventory costs

Wasted engineer time

- Engineers would arrive at a job and find that the parts were missing
- Engineers would then spend time searching for missing parts instead of helping customers
- First time fix (FTF) rates were affected as parts had to be reordered and jobs had to be rebooked

Solution

ByBox worked in partnership with Glen Dimplex to identify ways of improving their visibility of stock and inventory issues.

By working with ByBox, Glen Dimplex gained confidence that their parts would be held, distributed and returned when required, rather than being sent directly to the customer and potentially misplaced.

Benefits

Boosted inventory control

- Parts are held by ByBox and only distributed to engineers when required
- Simplified returns process
- Reduced inventory costs

Improved scheduling

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

Increased engineer productivity

- Increased time available to help customers rather than searching for missing parts
- Engineers can arrive at their job with parts in hand

"Goldfish plays a vital part in our scheduling process. Since using this service we have been able to extend our working day and dramatically improve our scheduling flexibility"

Customer Experience Warranties and Programmes Manager – Glen Dimplex

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.