

> Aqualisa Case Study



By working with ByBox we are kept fully updated on any situation that could impact our deliveries. We really value this service as it allows us to react quickly in the event of any issues and continue to give our customers the best possible service."

UK Field Customer Manager, Aqualisa

Aqualisa has consistently led the way in shower design and technology since 1977, when they invented the bi-metallic shower valve. This allowed them to offer unique temperature stability that had never been seen before. 2001 then saw the introduction of the UK's first digital shower Quartz Digital and they have been innovating and leading the shower market since this point.

ByBox worked with Aqualisa to boost the visibility of their parts in the field, as well as ensuring their high value parts are kept safe thanks to our secure locations.

Aqualisa is proud of its history and is a name homeowners and installers can trust for quality, reliability and service.

In order to continually hit these high standards, the following challenges needed to be addressed:

Challenges

Reduced parts tracking and visibility

- ◆ Difficulties identifying and tracking parts in the field
- ◆ Inability to track returns
- ◆ Struggling to combine stock delivery with a stock return solution

Distribution challenges

- ◆ High delivery costs for next day parts to field engineers across the UK
- ◆ High value parts needed to be delivered to safe and secure locations

Reporting Issues

- ◆ No available reporting generated

Solution

ByBox worked with Aqualisa to ensure that their high value parts are kept safe and secure during the distribution process. Our locks and lockers work in combination with our accredited software and processes to offer Aqualisa complete peace of mind. By using our network of lockers, they also gained end-to-end visibility and tracking of these parts in the field as well as returns. We also provided frequent reporting that was not previously available.

Additionally, we understood the need to respond quickly to situations that could impact their deliveries. Our dedicated account managers work with Aqualisa to communicate any issues allowing more valuable time for them to react to these challenges.

“ByBox has given us confidence that we know what’s in the field and where it is and we have gained full visibility and tracking of our high value parts.”

UK Field Customer Manager, Aqualisa

Benefits

Boosted visibility of parts

- ◆ End-to-end visibility of parts in the field across deliveries and returns
- ◆ Reduced inventory levels as returned parts can now be tracked

Improved distribution

- ◆ Boosted engineer productivity through pre-8am, next day delivery
- ◆ High value parts are stored in safe and secure locations

Full reporting

- ◆ Self-serve reporting is automatically generated

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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