

➤ Fujifilm Case Study



Fujifilm UK strives to provide service excellence across many sectors, from the print industry to healthcare and diagnostics. In order to maximise customer service while minimising engineer downtime, Fujifilm requires transport partners which can offer speed and flexibility for our shipment of spare parts. ByBox provides just that and is very often our engineers' carrier of choice when planning breakdown visits."

Logistics Manager - Fujifilm

Beginning in 1934 as Japan's pioneering photographic film maker, Fujifilm has leveraged its imaging and information technology to establish a global presence known for innovation in healthcare, graphic arts, optical devices, and other high-tech areas.

We helped Fujifilm boost engineer productivity to allow them more time to focus on customer satisfaction. By introducing our pre-8am delivery service with end-to-end visibility and tracking of parts in the field, Fujifilm were able to increase the time engineers could spend helping customers to hit SLAs.



Fujifilm continuously creates new technologies, products and services that inspire and excite people everywhere. In order to focus on improving their services, the following challenges needed to be addressed:

Challenges

Engineer productivity

- ◆ Difficulties getting replacement parts to engineers quickly
- ◆ Restrictions on when engineers are able to start their day

Reduced parts visibility

- ◆ Poor visibility of items being delivered to engineers in the field
- ◆ This contributes towards high inventory levels

Returns process inefficiencies

- ◆ Reduced tracking of items being returned by engineers
- ◆ The inability to monitor these returns can affect jobs for the day if any issues arise

Solution

ByBox worked with Fujifilm to identify ways of boosting engineer productivity to allow them more time to focus on customer satisfaction.

By offering our next day pre-8am delivery service to engineer locker locations, they are able to plan ahead and be on the road earlier, maximizing the amount of time spent helping customers.

ByBox also offer end-to-end parts visibility and full tracking information which allows Fujifilm to see when an engineer has collected an item and thanks to the iBox solution, they can also see exactly when an engineer has returned an item. This increased visibility has a positive impact on inventory levels.

Benefits

Increased engineer productivity

- ◆ Engineers are able to collect the items required to complete their jobs next day pre-8am
- ◆ Reduced travel time as parts are held closer to the engineer

Boosted parts visibility

- ◆ Increased visibility of parts in the field enables Fujifilm to monitor their engineer's deliveries and therefore rectify any issues
- ◆ High inventory levels are visible and can be proactively managed to maximise availability and to minimise obsolescence and damage

Improved returns process

- ◆ Improved predictability and visibility of returns aids faster processing including return to stock, repair or disposal and even speed up warranty claims.

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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