

➤ Telent Case Study



Since introducing ByBox we've saved 9% on our fuel emissions and 9% on the mileage engineers drive each year. We have also increased workforce utilisation by 6%."

Head of Service Operations (NRTS), Telent

Telent is a leading technology company and specialist in the design, build, support and management of the UK's critical digital infrastructure, drawing on decades of experience in mission critical communications and technology.

We helped Telent boost engineer productivity and improve parts distribution by utilising our App Lockers and revolutionising the final mile. This has given Telent a secure, easy-to-use solution that enables full supply chain visibility.

With a strong focus on critical sectors including transport, emergency services, network providers and the public sector. Telent is a trusted partner for organisations at the forefront of the digital revolution. In order to continually meet their high standards, the following challenges needed to be addressed:

Challenges

Engineer productivity

- ◆ Struggling to make effective use of the engineer time
- ◆ Unable to capitalise on engineers' technical skills rather than just being couriers
- ◆ High engineer mileage and travel costs

Distribution challenges

- ◆ On time in full deliveries
- ◆ Struggling to find innovative ways to deliver/collect from remote locations

Flexibility

- ◆ Reduced flexibility in assigning jobs
- ◆ Inability to reallocate parts at short notice

Solution

ByBox worked with Telent and their materials supplier CHH to boost flexibility and enable greater engineer productivity. Leveraging the benefits of ByBox' overnight network, pre-8am deliveries and smart App lockers meant that parts were close by and ready to be picked up every morning. Engineers also receive notifications to let them know that their parts are ready. A dedicated ByBox account manager is always on hand to help Telent get the most from the service.

Benefits

Boosted engineer productivity

- ◆ Increased availability for engineers, allowing them more time to focus on helping customers
- ◆ Reduced engineer mileage and travel costs

Improved parts distribution

- ◆ Parts can be collected from more suitable locations, within close proximity to engineers' homes
- ◆ Parts are delivered as a complete order pre-8am

Flexibility

- ◆ Improved ability to order material up until 3pm
- ◆ Parts can be reallocated at short notice

Efficiencies

- ◆ The management platform is data rich and can be used to further improve efficiencies

"ByBox's delivery/returns performance is greater than 98% which is great for my peace of mind. It's backed up with an individual text to each engineer and end-to-end parts visibility for me and my team."

Head of Service Operations (NRTS), Telent

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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