

## ➤ Kelly Group Case Study



*Being able to use the ByBox network from Cornwall to Scotland (or Penzance to Inverness) means we have the flexibility to send any part to any engineer so that it's ready to be picked-up at a time that's convenient for them."*

**Matt Kelly**  
Purchasing Director for Kelly Group

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**Kelly Fleet Services deliver a one-stop fleet management solution. They purchase, manage and maintain all fleet in-house including the servicing, maintenance, repairs, weekly logistics scheduling and reporting.**

**We helped Kelly Fleet Services improve scheduling and boost SLA performance. This has allowed them to schedule engineers based on availability and reduce the stress of allocating work.**



Kelly Group is honoured to be a partner of choice by numerous prestigious organisations. In order to meet these high standards, the following challenges needed to be addressed:

## Challenges

### Scheduling issues

- ◆ Difficulties scheduling engineers later in the day
- ◆ Reduced flexibility to cope with last minute changes

### Low parts security

- ◆ Concerns over secure storage for higher value parts as they are easily misplaced or lost

### Struggling to meet demanding SLAs

- ◆ Unable to react quickly to customer requests
- ◆ Difficulties allocating parts in the field causing slower turnaround time on repairs

## Solution

Understanding the difficulties in knowing which engineer will be available for which job and at what time, ByBox worked with Kelly Fleet Services to take the stress out of allocating work before knowing who will take it on. Using our flexible field service solution, they are able to schedule engineers based on availability.

Working in a fast-paced industry with tight SLAs and margins, Kelly Fleet Services can't afford to miss jobs or have excess stock in the field. The ByBox solution allows them to send out specific kit for specific jobs.

## Benefits

### Improved scheduling

- ◆ Increased flexibility to cope with last minute requests thanks to late picking
- ◆ Late cut off allows scheduling to be done later in the day

### Increased parts security

- ◆ Parts can be tracked to and from the field service edge. They are also stored in secure field locations before they're picked-up

### Boosted SLA performance

- ◆ Quicker turnaround on repairs as the right parts are in the right place at the right time
- ◆ Increased ability to assign a different engineer to pick up the part if plans change

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*"We have found great value in working with ByBox. Our engineer scheduling has improved and our on-time performance for 2020 was 99.5%."*

### Matt Kelly

Purchasing Director for Kelly Group

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**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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