

## Apogee Case Study



*By working with ByBox we are able to hit demanding SLAs and ensure our engineers can collect their parts pre-8am, which helps our business tremendously.”*

Supply Chain Logistics & Procurement Director

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**With over twenty five years' experience, Apogee is Europe's largest multi-brand provider of managed services, combining years of expertise and innovation to transform the way organisations operate. This unique approach provides businesses with the perfect combination of secure print, document and IT hardware and software, supported by a market-leading service operation to create a flexible workplace.**

As an independent subsidiary of HP Inc, Apogee have the advantage of being part of one of the world's leading technology companies. Their solutions are tailored to any organisation delivering super-efficient processes and automated workflows, helping businesses achieve their digital transformation goals.

Apogee supports businesses of all shapes and sizes in every industry sector. In order to optimise performance, the following challenges needed to be addressed:

## Challenges

### Challenging returns process

- ◆ Returned items were often damaged or unused
- ◆ Slow returns process with reduced ability to track items

### Unproductive engineer time

- ◆ Engineers were unable to start their day earlier
- ◆ Long drive time for engineers to pick up parts
- ◆ Lost engineer time impacted the number of jobs completed per day

### Difficulties achieving demanding SLAs

- ◆ Unable to react quickly to customer requests

## Solution

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

Apogee is able to hold stock in a number of Forward Stock Locations (FSL) and ensure that vital next day SLAs are met. This also includes parts sent out from their National Distribution Centre in Lincoln, to their engineers in Ireland the following morning.

We also introduced our Supplier Direct offering, providing a direct link between Apogee's suppliers and, ByBox's FSL and locker network, therefore eliminating unnecessary handling, transport and stock holding costs.

## Benefits

### Fully tracked returns

- ◆ Increased visibility of returns
- ◆ Returns can be sent directly to stock or repair, speeding up the return/repair loop

### Increased engineer productivity

- ◆ Engineers can start work early and be prepared for their first job with parts in hand
- ◆ Reduced travel time as parts are held closer to the engineer

### Improved SLAs

- ◆ Quicker turnaround as parts are securely held at the field service edge close to the engineer and customer

*"By using Supplier Direct we have been able to speed up the time it takes to get items from the supplier to our engineers."*

Supply Chain Logistics & Procurement Director

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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