



## ➤ Tennant Case Study



*ByBox ensured a smooth transfer from our previous logistics provider. Since the transfer, we have found great value in using ByBox's secure locations and reducing our van stock levels"*

Head of Operations & Service, Tennant

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**Tennant Company is a recognized leader in designing, manufacturing, and marketing solutions that help create a cleaner, safer, healthier world.**

We helped Tennant boost productivity, increase visibility and improve security by introducing our secure locker locations and overnight returns process.





With a vision to become a global leader in sustainable cleaning innovation that empowers customers to create a cleaner, safer and healthier world, Tennant has high standards to uphold. In order to meet these standards, the following challenges needed to be addressed:

## Challenges

### Wasted engineer time

- ◆ Engineers had a later start to their day
- ◆ Limited time available to fix (repair) equipment

### Inability to track returns

- ◆ High van stock levels
- ◆ Difficulties tracking required inventory levels

### Insecure parts storage

- ◆ Parts are sent to engineer's home addresses
- ◆ Expensive parts are easily misplaced or lost

## Solution

ByBox worked with Tennant to achieve a consistent approach in the delivery of parts across their entire service team. This new approach also provided Tennant with additional flexibility when allocating work that better suited the dynamics of the service team's work.

Additionally, ByBox understood the importance of a simple and secure approach for returning parts to the warehouse. Using ByBox's secure locations and overnight returns process the need for garden boxes at the engineer's home was removed and van stock levels were reduced.

## Benefits

### Increased productivity

- ◆ Engineers have an earlier start to their day, maximizing productivity and the time available to fix customer problems each day

### Boosted tracking visibility

- ◆ Parts can be tracked and returned to the warehouse when required
- ◆ Reduced van stock levels

### Secure parts storage

- ◆ Parts are stored in secure locker locations rather the engineer's home address
- ◆ Reduced risk of losing expensive parts

*"Having parts consistently available first thing in the morning has helped our productivity levels tremendously."*

Head of Operations & Service, Tennant

**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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