

➤ **First Choice Group** **Case Study**



Our customers are our priority and working with ByBox has helped us to provide a faster service, meet their evolving expectations and hit demanding SLAs.”

Head of Marketing, First Choice Group

First Choice Group are the UK’s leading provider of genuine OEM catering spare parts, accessories and consumables from leading manufacturers across the industry. They provide parts solutions for commercial catering, refrigeration, laundry and bakery equipment.

We helped First Choice Group hit demanding SLAs and increase the speed of their returns by providing our updated technology with nationwide use of app lockers for pre-8am deliveries and returns.



First choice group are committed to driving the catering equipment industry forward. In order to keep up with the latest trends, the following challenges needed to be addressed:

Challenges

Difficulties achieving SLAs

- ♦ Struggling to meet customers ever evolving expectations
- ♦ Unable to react quickly to customer requests

High supply chain costs

- ♦ Reduced delivery / service progress visibility for customers leading to increased service calls and eroding customer satisfaction

Speed of returns

- ♦ Inefficient parts return process
- ♦ Reduced ability to track parts being returned by engineers

Solution

Understanding the requirement for First Choice Group to provide an updated, faster service for their customers. ByBox provided a delivery portal software to the transactional web and app so customers can view their order and POD in live, real time.

We also gave First Choice Group the ability to access storage boxes at multiple sites, including their own, to act as a collection facility which improves the relationship with OEM manufacturer partnerships. In addition, they have benefitted from COVID secure premises and delivery.

Benefits

Increased SLA performance

- ♦ Enhanced customer relationships by achieving increased engineer daily service jobs
- ♦ Quicker access to parts 24x7

Innovative solutions

- ♦ Increased ability to provide a faster and stronger service with communication updates to customers to and from the supply chain

Ease of returns

- ♦ Increased visibility of returns
- ♦ Returns can be sent directly to where they are required

“We recently had concerns over the safety of staff and customers due to COVID-19, thanks to ByBox we feel secure in the knowledge that our engineers can continue to pick up parts safely, while maintaining social distancing practices.”

Head of Marketing, First Choice Group

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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