

➤ Diareyes Case Study

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We find that ByBox are attentive to our needs and very responsive to any queries. Since working with ByBox we have seen a great improvement in performance and have been able to enhance the visibility of parts distribution in the field.”

Business Strategy Director, Diareyes

With over 20 years' experience in this industry, Diareyes specialise in resource management, arranging appointments for single users through to multi-installation projects.

We helped Diareyes improve the visibility and tracking of their parts in the field as well as streamlining their distribution.



Diareyes' network of engineers are strategically based throughout the UK, and have the capacity to carry out in excess of 5,000 jobs per month. In order to keep up with demand, the following challenges needed to be addressed:

Challenges

Distribution challenges

- ◆ Struggled with late deliveries
- ◆ Fragmented deliveries which didn't arrive as a complete order

Inability to track parts

- ◆ Struggled to establish root cause for missing parts
- ◆ Lack of visibility and security for high value parts

Unnecessary costs

- ◆ Packages arrived damaged, with incurred costs
- ◆ Missing deliveries

Solution

Understanding the need to reduce the number of missing and damaged items, ByBox worked with Diareyes to improve the distribution and visibility of parts in the field. In order to consistently improve performance, our KPI reports show performance metrics and associated analysis to identify areas where improvements can be made.

ByBox's Customer Support helpdesk manage all queries and are the first line of contact to help Diareyes and their engineers. This covers areas such as item tracking, supporting new engineers, site issues and relocations. As well as this, the ByBox account manager is always on hand to escalate matters requiring urgent attention.

"We have found great value in using ByBox and our number of missing deliveries has been reduced which is a significant improvement."

Business Strategy Director, Diareyes

Benefits

Improved parts distribution

- ◆ Enhanced delivery performance as parts are delivered on time
- ◆ Parts are consolidated by ByBox prior to delivery which means they are delivered together as a complete order

Boosted tracking and visibility of parts

- ◆ Ability to track missing parts
- ◆ Parts are delivered to secure locations with complete end-to-end visibility

Cost reductions

- ◆ Parts are received by engineers with no damage, avoiding unnecessary costs to replace items
- ◆ Missing deliveries reduced

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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