

➤ **WPD Smart Metering Case Study**



ByBox is quick, easy and reliable to use. Since working with ByBox we have gained peace of mind that our parts will be in the right place, at the right time”

Stock Controller for WPD Smart Metering

Western Power Distribution (WPD) Smart Metering work with businesses across the UK, providing metering solutions to help them manage their energy effectively.

We helped WPD Smart Metering improve their returns process and increase the productivity of their engineers by introducing our secure locker network.



WPD's Smart Metering team installs and maintains a new generation of meters across the UK. In order to keep up with high demand, the following challenges needed to be addressed:

Challenges

High inventory levels

- ◆ Over ordering stock

Challenging returns process

- ◆ Incomplete tracking of third-party meters being returned by engineers
- ◆ Penalties incurred as operators were unable to prove meters had been returned

Engineer productivity

- ◆ Difficulty transferring engineer parts to one another
- ◆ Reduced speed of parts delivery as engineers had a later start to their day

Solution

ByBox worked with WPD Smart Metering to identify ways of increasing engineer productivity and improving their returns process.

ByBox supports WPD Smart Metering by collecting parts from their three depots daily and delivering stock to end users. Our ByBox-to-ByBox feature allows engineers to move stock between themselves as and when they need to.

In order to avoid the charges incurred by not being able to prove items have been returned, all third-party removed meters are returned to owners via ByBox's secure network of lockers. This allows engineers to scan serial numbers which gives full tracking of returned items.

Benefits

Boosted inventory visibility and control

- ◆ Stock levels optimised and monitored

Improved returns process

- ◆ Full visibility of third-party meters
- ◆ Reduced non-return penalties with full third-party meter tracking

Increased engineer productivity

- ◆ Easier, faster access to inventory held by other engineers
- ◆ Engineers can start their days earlier and be at their first job with parts in hand

"We value having such a simple and effective returns process, with daily assurance that our parts are secure and will be delivered exactly where they are required"

Stock Controller for WPD Smart Metering

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.

WPDCS1021UK



marketing@bybox.com



bybox.com/LinkedIn



bybox.com