

➤ Hubbard Products Ltd Case Study



ByBox have helped us to simplify our supply chain, reduce costs/emissions and meet our customers SLAs.”

Purchase Manager, Hubbard Products Ltd

Hubbard Products Ltd is one of the UK's leading designers, manufacturers and suppliers of commercial cooling equipment and has earned a global reputation for innovation and design-led excellence.

Hubbard is also the sector leader in cellar conditioning, being the UK's first Carbon Trust Approved supplier.

We helped Hubbard hit demanding SLAs and increase the speed of their returns by providing full visibility of their parts into our secure locker network.



Hubbard specialise in commercial refrigeration, serving fast paced industries such as retail and convenience sectors. In order to keep up with high demand, the following challenges needed to be addressed:

Challenges

Difficulties achieving demanding SLAs

- ◆ Unable to react quickly to customer requests
- ◆ Reduced customer satisfaction

Reduced parts visibility

- ◆ Poor visibility of items being delivered to engineers in the field
- ◆ Unable to identify where parts went missing

Challenging returns process

- ◆ Slow and inefficient returns process
- ◆ Lack of tracking

Solution

ByBox worked with Hubbard to simplify their supply chain and improve SLA performance.

Understanding that many of Hubbard's retail customers, including leading supermarket chains, have refrigeration units on site that require efficient parts replacement, ByBox ensured that critical parts are held at the field service edge close to the engineer.

By using our secure network of lockers, Hubbard gained end-to-end visibility and tracking of their parts in the field as well as returns.

Benefits

Improved SLAs

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

Boosted parts visibility

- ◆ Improved visibility of parts in the field
- ◆ Reduced missing parts

Fully tracked returns

- ◆ Improved tracking of returns aids faster processing including return to stock, repair or disposal and even faster warranty claims

“The ByBox software and systems integrated into our business seamlessly and work really well for us, resulting in great service and returns arriving on time.”

Purchase Manager, Hubbard Products Ltd

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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