

➤ HTG Trading Case Study



Not only does ByBox give us greater visibility and reliability than ever before, but they've also helped us to reduce same day delivery costs."

Head of Service, HTG Trading

HTG Trading is a food service equipment distributor in the catering industry. They have built a business that not only supplies the premium equipment brands in each sector but one that also offers unrivalled after-sales support packages.

HTG needed to be able to have full visibility from collection to delivery to ensure the parts were in the right place at the right time. We helped HTG Trading improve the tracking and visibility of their parts in the field and reduce their same day delivery costs.



With catering customers relying on equipment to be in working order to serve their end customers and to keep up with high demand, the following challenges needed to be addressed:

Challenges

Limited visibility

- ◆ Unable to track parts being sent to engineers in the field
- ◆ Parts were easily misplaced or lost when delivered to the repair site

Increased costs

- ◆ Costly same day deliveries
- ◆ Wasted time and money on unreliable deliveries

Missed SLA's

- ◆ Parts were not on site on time so SLA's were missed

Solution

ByBox worked with HTG to implement a solution that improved customer SLA's and their first-time fix rate.

Alongside this, HTG were able to benefit from the pre 8am service which eliminated same day delivery costs and increased engineer productivity. This also led to the elimination of chasing delivery companies for missed deliveries and lost parts.

Benefits

Increased engineer time

- ◆ Reduced the drive time for engineers
- ◆ Enabled engineers to start work early before customer sites are open to the public

Boosted tracking and visibility of parts

- ◆ Able to plan maintenance jobs in advance
- ◆ Pre-position parts in the field so they are readily available

Reduced costs

- ◆ Time is no longer spent tracking down lost parts and missed deliveries
- ◆ Engineers are no longer attending sites where parts have not arrived

"With ByBox our service levels have improved, a positive change that has been noticed by our customers."

Head of Service, HTG Trading

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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