

## ➤ Jestic Case Study



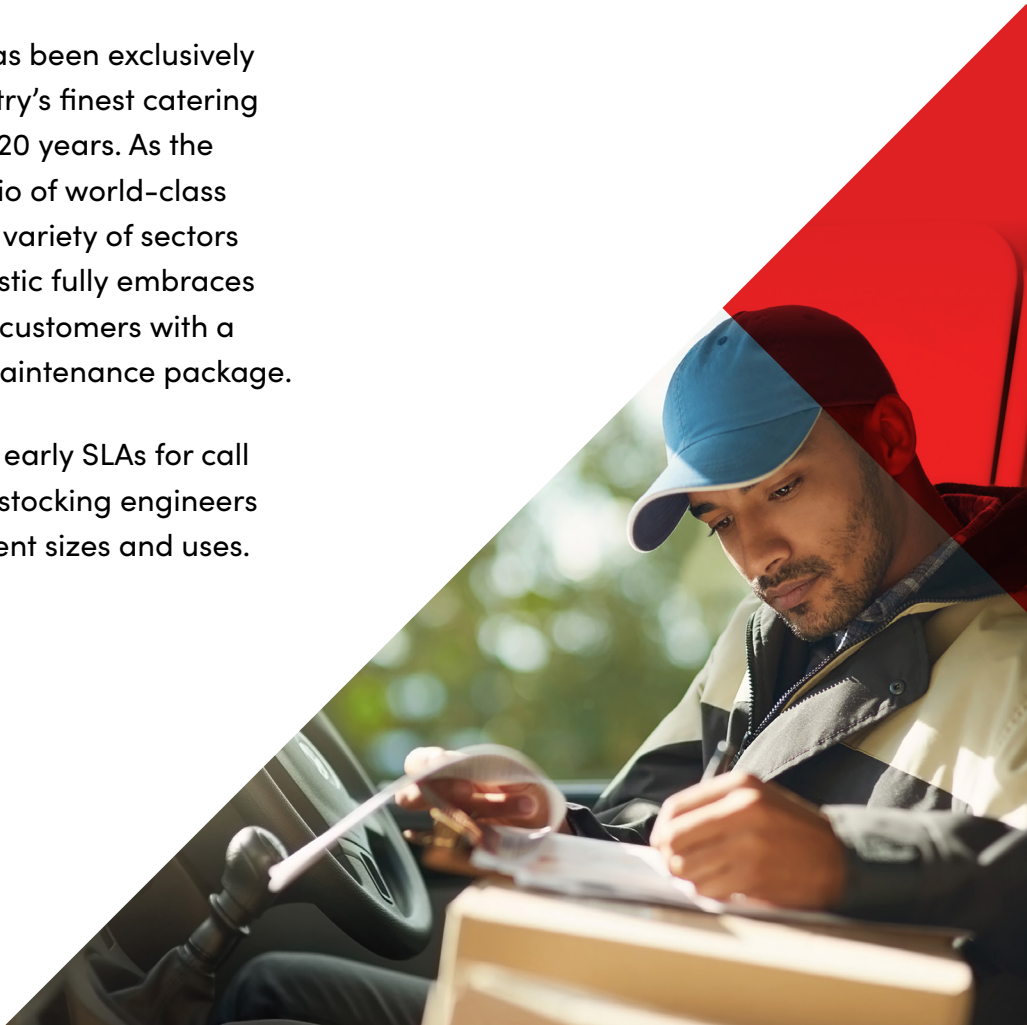
*Our ByBox account team are always going above and beyond to make sure the service is optimised for our business”*

**Warehouse Operations Manager - Jestic**

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Jestic Foodservice Solutions has been exclusively distributing some of the industry’s finest catering equipment brands for almost 20 years. As the distributor of a diverse portfolio of world-class catering equipment to a wide variety of sectors in the food service industry, Jestic fully embraces the importance of supporting customers with a comprehensive service and maintenance package.

We helped Jestic to meet their early SLAs for call outs and reduce the cost of restocking engineers with a range of parts of different sizes and uses.





Jestic Technical Services has early SLAs to meet as replacing catering equipment often means overnight or early morning call outs to ensure machines are ready for use when needed. By using ByBox's network with overnight delivery and a national spread of lockers, engineers can collect parts and still attend sites at the required early times their customers require and complete work before service commences.

## Challenges

### Early SLAs

- ♦ Customers require early morning call outs so that the customer's service is not impeded
- ♦ Emergency call outs for non-trading sites mean a need to get non-van stock goods out as soon as possible

### High costs for delivery

- ♦ Regular daily consignment sent out to engineers
- ♦ Restocking is costly with a wide range of sized parcel requirements

### Engineer Productivity

- ♦ Unexpected engineer absence when they don't have the required parts in their vans causes a delay in call outs

## Solution

With early SLAs being at the core of Jestic Technical Services Business it was a natural fit with ByBox's overnight delivery through the network. We customised our locker rental to ensure parts are held close to the point of repair rather than in engineer vans to ensure the parts are available at the right place at the right time. This also meant that gaining access to the lockers through the app was more convenient when engineers were unexpectedly absent.

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*"With regular check-ins, account performance reviews and sharing of improvement ideas, we have jointly optimised the benefits of the ByBox network."*

**Warehouse Operations Manager - Jestic**

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## Benefits

### Improved visibility of parts

- ♦ Parts held in far reaching areas nationally is a great asset for non-trading sites
- ♦ Parts sent to lockers rather than to engineers means jobs can be picked up if absences occur

### Reduced costs

- ♦ Commercial model has delivered cost savings
- ♦ Efficiency in the network by centralising deliveries

### Improved SLAs

- ♦ Overnight deliveries to meet early SLAs
- ♦ Early deliveries means equipment is available before service begins

**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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