



W&H Case Study



W&H prides itself on both the quality of its finished products and its aftersales service. Collaborating with ByBox has helped us to further improve the high level of support we provide to our customers.”

Chief Technical Officer – W&H

W&H Group is a global leader in the development and manufacture of medical technology products and is recognised for the quality of its advice and after-sales support. Maintaining that after-sales support is key to the company’s ethos and the partnership with ByBox has assisted in consistently providing this.

We have helped W&H further improve the high level of support they provide to their customers.





W&H wanted to continue to hold stock in every vehicle and to be able to replenish depleted items at short notice. ByBox worked with W&H to identify the key items and to set up an easy and fast order and delivery process to ensure a high first-time fix rate.

Challenges

Limited visibility

- ◆ Holding the right spare part stock levels
- ◆ Maintaining an easy and reliable delivery process

First-time fix rates

- ◆ Guaranteed up-time of products to ensure peace of mind for our customers
- ◆ Delivering a high first-time fix rate

Solution

Whilst W&H hold a healthy supply of spare parts on every vehicle, depleted items can be rapidly shipped via an easy and reliable automated process. Based on the service offered at ByBox, items can be requested at short notice and delivered quickly, maximising the opportunity of a first-time fix. This means W&H benefit from optimised spare part stock management and a repeatable service which works reliably for their engineers.

Benefits

Optimised process and SLAs

- ◆ Increased customer satisfaction with reduced repeat customer visits
- ◆ Optimised workflow

Reduced costs

- ◆ Improved resource and time management
- ◆ Reduced operational costs

“Very few businesses promise and deliver consistently, but from our experience I can confirm that ByBox does just that.”

Chief Technical Officer – W&H

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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