

➤ **ByBox Edge3**
Gain intelligence, visibility
and security to your field
service edge



Unlock the potential of your field service

Despite years of investment, there are still too many dead ends, broken links and black holes preventing companies from delivering the world-class service their customers expect. This is particularly true of the field service edge, where poor visibility and a lack of understanding means businesses don't feel in control of the last mile of their supply chain.

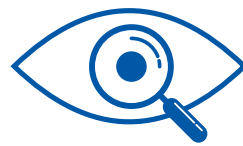
This loss of control leads to missing parts, delayed jobs and increased costs, all of which result in broken SLAs and fractured customer relationships.

ByBox's Edge3 is different, we provide end-to-end visibility and control of inventory to the field service edge in real-time, whether that's securely delivering a critical part to an engineer for collection near the point of service or offering a complete understanding of stock levels and surplus to the field service edge.

Introducing ByBox Edge3



Intelligence



Visibility



Security

In a world where nothing can be left to chance; urgency and getting the job done safely and efficiently are critical to maintaining meaningful customer relationships. Losing visibility and control of the part, the engineer or the customer interaction is not good enough. In today's demanding and fast-paced environment, it's essential that the field service edge of any business is modern, effective and intuitive.

ByBox's Edge3 has been built for this purpose, we provide end-to-end visibility and control of inventory to the field service edge in real-time, whether that's securely delivering a critical part to an engineer for collection near the point of service or offering a complete understanding of stock levels and surplus to the field service edge.

The benefits include:

- Increased first time fix rates and higher levels of customer satisfaction
- Reduced logistics spend, particularly same day delivery costs Improved engineer efficiency
- Optimized field inventory holdings
- A more sustainable field service approach.

Understand, manage and optimise every aspect of your field service inventory management – from controlling inventory through to last-mile delivery and collection.



Our offering is built on three simple, yet powerful capabilities



Empowering technology

End-to-end visibility and control with our intelligent software



Effortless edge access

Secure edge access where your field service teams need it most



Unbeatable service partnerships

Cost-effective logistics services gives you confidence in every job

How it works...

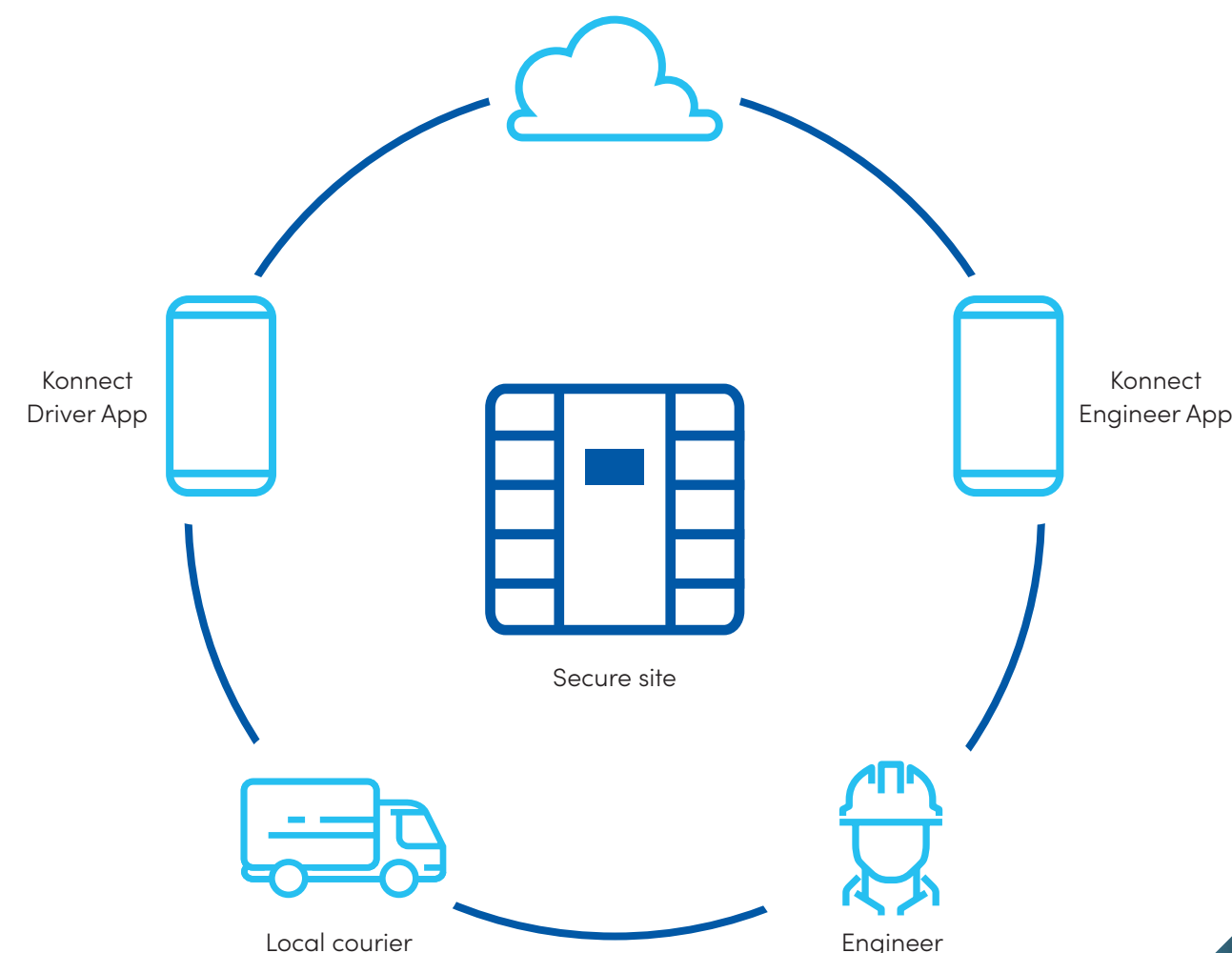
Konnect is the latest innovation from ByBox. It consists of Bluetooth locks connected with smart phone software to deliver simple solutions for field service supply chains.

Our empowering technology is designed to be installed right at the field service edge creating secure sites for inventory consignment; extending your intelligence, visibility and security ensuring critical parts are where they need to be at your customer locations. Your existing in-country couriers can now deliver SLA-critical parts directly to the secure sites, rather than to the notorious black-holes of receiving or the Reception Desk. With the parts safely on your customer's site, you can dynamically assign whichever engineer is closest and available – in real-time. And when the engineer arrives on site, they can retrieve the part from a known secure location in seconds – rather than hunting for hours in a receiving bay.

Konnect gives you the guarantee that the parts that matter are in the places that matter, giving you the flexibility to schedule your engineers as and when you need them.

Our technology is available in many configurations from secure unmanned lockers to room and door lock capabilities all powered by our simple and intuitive smart phone software.

“Turn any space into a secure site to optimise placement of critical parts and always exceed customer expectations.”



Empowering Technology

See where your field service inventory is in real-time – from your suppliers right through to the dynamic field service edge. Advanced analytics capabilities also help you improve operational efficiency, turning your field service inventory management into a strategic advantage for your business.

Boost

- Intelligent allocation and visibility of all inventory
- Ability to differentiate on service levels
- Field engineer efficiency
- Customer lifetime value.

Reduce

- Trapped inventory that can't be used
- Unnecessary spend on new parts
- Inventory obsolescence
- Expensive same-day delivery costs.

Effortless edge access

Safeguard urgent, fast-moving inventory with 24/7/365 controlled access in and out of lockers and secure locations for comprehensive security of parts, plus sophisticated door access controls for added protection.

Boost

- First-time fix and SLAs to your end customer
- Delivery speed of critical parts to the field service edge
- Engineer productivity
- Parts accuracy and control.

Reduce

- Unproductive engineer time and cost
- CO2 emissions (less travel time)
- Inventory loss
- Service failures and penalties.

Unbeatable service partnerships

Ensure field service inventory is located precisely where it's needed, thanks to ByBox's flexible distribution network. advantage for your business.

Boost

- Engineer productivity, no wasted time searching for parts
- Logistics savings by deferring premium deliveries
- Customer satisfaction with improved rates of first time fixes
- Parts security with industry leading levels of stock integrity.

Reduce

- Overall cost per job
- Returns process inefficiencies
- SLA penalties from your customers
- Engineer mileages, travel costs, and CO2 emissions.

Customer Case Study

Siemens Healthineers

Siemens Healthineers are a leading medical technology company with over 170 years of experience and 18,000 patents globally, in over 70 countries.

Helping healthcare providers to increase value by empowering them on their journey towards expanding precision medicine, transforming care delivery, and improving patient experience, all enabled by digitalizing healthcare.

Challenges:

- Reliance on premium courier services leading to high last-mile costs
- Significant penalties for missed SLAs (circa £1 million per annum)
- Clinical staff involved in critical part supply chain
- Lost or misplaced parts at point of delivery

Solution:

- Private App Locker
- Micro-FSL network
- Konnect App
- Konnect HQ

Benefits:

- 40% reduction in last-minute delivery costs by migrating to next-day services
- Average savings of 90 minutes per call
- Clinical staff removed from the supply chain
- Elimination of parts being lost or misplaced on-site
- Return on investment (ROI) per box of five deliveries per month



Customer Case Study

Hewlett Packard Enterprise

Hewlett Packard Enterprise (HPE)
is a global provider of IT transformation
solutions, operating in 16 countries.

It maintains more than 50,000 data
centre locations which operate HPE
equipment, requiring thousands
of engineers to repair and sustain
the technology.

Challenges:

- Reducing Mean Time To Repair (MTTR)
- Avoiding increasing penalties for missed SLAs
- Reliance on costly same-day courier services
(60% of transportation costs)
- Lost items at point of delivery
- Excessive engineer wait and drive time

Solution:

- Private App Locker
- Micro-FSL network
- Konnect App
- Konnect HQ

Benefits:

- Each box aims to deliver a 75% deferral in same
day to next-day courier costs
- Lower CO2 emissions through half a million engineer
miles saved
- 5% improvement in engineer efficiency
- Maintained contractual service-level compliance
at a lower operational cost
- Return on investment (ROI) per box of under one year

**“Utilizing the ByBox Konnect
solution allows HPE to reduce
delivery costs, increase
engineer efficiency, and
provide a unique solution
to our customers—all while
maintaining part security
at the customer site.”**



**Hewlett Packard
Enterprise**



Get in contact

Ready to transform your field service? Talk to us today to explore how you can gain intelligence, visibility and security to you field service edge.



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