



Date

**CASE STUDY**

## **A LARGE FIELD MATERIALS COMPANY IN CONJUNCTION WITH BYBOX**

## BACKGROUND

CHH's customer is a leading communications network integrator.

The partnership with CHH started over 10 years ago. Initially CHH provided cable assemblies direct to site for installation. It was a natural progression for CHH to then start providing other site materials and logistics solutions.

As a partnership we undertook a full process audit of how projects were delivered and the various processes involved. As a result it became evident that whilst providing key site materials was critical to the program's success, so was the provision of all the low value and volume consumables. The methodology for this provision was also a subject for review.

Communication is the key to maintaining a close working relationship. Where CHH listen to the issues faced and understand business objectives, allowing us to coordinate resources, plan every day needs and contingencies and provide a flexible and consistent service. In short offering innovative supply solutions.

## ISSUES

The customer has approx. 500 engineers based all around the UK who need these consumable materials and components to meet their daily installation targets.

In the past they received these materials through expensive and inefficient practices: Having a stores operation to count out nuts, bolts, screws and washers, palletise and distribute or by the engineer keeping a 'squirrel store' in the back of the van, with numerous trips to wholesale outlets for a 50p bag of screws in order to complete (and invoice) an installation. The resultant down time, the extra 50ps and the penalties from their customer for missing deadlines, all added up to an unacceptable level of cost.

We worked with ByBox to ensure each engineer got exactly what he needed in time and in a convenient place.

## RESULTS

ByBox provided the secure and reliable delivery routes and locations; CHH added the intelligent stocking element. Engineers order online through the web portal and 12 hours later they pick up their materials in a location convenient to their work schedule. This can even include hiring machinery tools or test equipment.

CHH effectively manages every aspect of the inventory:

- Identifying buying patterns so common line items are established
- Weekly stock profiling based on historical data analysis
- Quality and specification control
- Collection and reimbursement of surplus components

## KEY CUSTOMER BENEFITS

- Process improvements eliminate waste
- Full tracking and traceability
- Management of engineers orders
- True program cost known
- Parts are not delivered until just before they are needed and there is a reduced need for storage space

*Intelligent materials management reduces cost, improves installation time, quality and repeatability of services, whilst delivering real bottom line results.*