

## > Unisys Case Study



*We have worked with ByBox for many years now and their services have evolved with us to ensure that we continually provide innovative solutions for our customers”.*

EMEA Logistics Manager, Unisys

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**Unisys deliver secure digital solutions and technological innovation to businesses and governments around the world.**

**Built on over 145 years of game-changing innovation, the Unisys mission is to deliver successful outcomes for the most demanding businesses.**

**We helped Unisys boost engineer productivity levels and improve their returns process by using our secure locker network and increasing the visibility of their parts.**



Unisys has evolved and adapted over time, but their passion for innovation and for helping their clients succeed has remained constant. In order to ensure their high standards were maintained, Unisys needed to address the following challenges:

## Challenges

### Engineer productivity

- ♦ Excessive engineer time spent locating missing parts
- ♦ High engineer mileage and drive time

### Parts visibility

- ♦ Reduced visibility of parts being delivered to engineers in the field
- ♦ Parts easily misplaced or lost

### Returns process

- ♦ Failed deliveries at secure sites impacted fix rates and increased returns all driving additional costs
- ♦ Reduced ability to track parts being returned by engineers

## Solution

By using our secure lockboxes and Bluetooth technology, we are able to provide Unisys with full visibility to allow them to see where an item is at all times, whether that's en-route, in the locker, with an engineer or back for return.

ByBox worked with Unisys to ensure return stock is directed to the right place and to boost engineer productivity levels.

## Benefits

### Increased engineer productivity

- ♦ Engineers can arrive at their job with parts in hand
- ♦ Increased time available to help customers rather than searching for missing parts
- ♦ Reduced engineer mileage and drive time

### Boosted parts visibility

- ♦ Improved visibility and control over parts in the field
- ♦ Reduction in lost/missing parts

### Improved returns process

- ♦ Increased visibility of returns
- ♦ Returns can be sent directly where they need to be next, speeding up the return/repair loop

*"We value having such an easy returns process for our engineers to follow. This has allowed cost savings in terms of productivity, as well as reducing engineer mileage and drive time".*

EMEA Logistics Manager, Unisys

**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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