

## ByBox + OnProcess Technology: *Superior, Low-Cost Field Service Dispatch & Return*

It's no secret that service organizations are under tremendous pressure to reduce operating costs. At the same time, you're expected to provide great customer experience. These two critical, and sometimes seemingly opposing, directives are hard for many organizations to achieve.

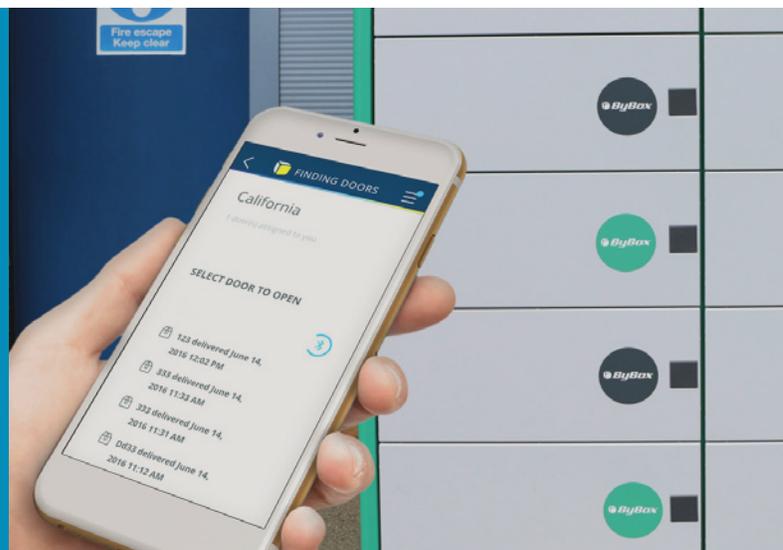
Why? Most don't have sufficient visibility into their service order lifecycle or inventory. They spend too much money on same-day parts transportation and local inventory. Waste too many cycles on failed delivery attempts and tracking down 'lost' parts, putting a big dent in field engineering productivity and customer satisfaction. And they rely too much on manual, inefficient processes.

It doesn't have to be this way.

By combining the power of ByBox's Konnect™ solution and OnProcess Technology's post-sale supply chain managed services, you easily can turn it all around, dramatically cutting costs while boosting customer experience.

### The ByBox OnProcess Advantage

Together, ByBox and OnProcess help you gain a step-change improvement in inventory, transport and service technician costs by enhancing field service processes from order management and support to parts dispatch and product returns.



ByBox's Konnect solution makes it simple and inexpensive to deliver and track valuable items, even at the most difficult locations. Drivers deliver parts to Konnect lockers, typically at your end-customer site, where they're securely held until field engineers use their Konnect smartphone app to authenticate themselves. This allows the door to be opened and the parts collected. The same process in reverse is used to return faulty parts for collection by drivers. In addition to authenticating people, the Konnect app verifies parts, provides data on SLA timing, and enables an audit trail with real-time visibility into parts tracking.

OnProcess is a managed services company specializing in complex service supply chain operations – the flow of people, parts and services following the sale of a product. With two decades of support, dispatch and return expertise, a nuanced understanding of the end-to-end order lifecycle, and its proprietary OPTvision microanalytics and visibility platform, OnProcess helps you eliminate waste, slash unnecessary costs, automate key processes and improve customer relationships.



- Service part inventories
- Transportation costs
- Returns lead-times
- SLA failures



- Service technician efficiency
- Security of inventory
- Compliance with environmental & WEEE legislation
- Customer satisfaction

### *Confidently Use Konnect Anywhere in the World*

OnProcess experts provide multi-lingual, follow-the-sun operational support for Konnect. This means your field engineers, end-customers and couriers get top-notch day-of-job help implementing and using Konnect anywhere.

### *Accelerate Your Service Order Lifecycle*

With Konnect secure delivery, there's no need for additional delivery attempts or searching for someone to sign for packages. And with OnProcess optimizing field service networks by using advanced analytics, automating manual functions, and leveraging OPTvision to provide end-to-end visibility into siloed dispatch, return and inventory functions, you'll rapidly close out service events, and make it cheaper, faster and easier for critical parts to be returned.

### *Reduce Costs*

Deliveries can be made overnight, instead of the more expensive same-day option. And because you eliminate failed delivery attempts, there's no need for repeat dispatch truck rolls. Plus, by improving SLA meet times, you'll avoid costly penalties.

### *Improve Service Parts Inventory*

Your Konnect data feeds are integrated into OPTvision. This provides unprecedented visibility into outbound orders in progress, delivered or in the return loop – helping you make smarter inventory decisions.

### *Make Customers Happier*

When you successfully deliver parts the first time and complete service events quicker, your customers can get back to productivity faster – and without all the headaches that come with waiting around.

Learn how ByBox and OnProcess can make your service parts dispatch/return faster, easier, cost-effective and hassle-free.

Contact ByBox at **global.sales@bybox.com**. Contact OnProcess at **sales@onprocess.com**, or in the Netherlands at **+31 (0) 202184623** and in the U.S. at **508-623-0810**.