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BUY IT DIRECT, HAS ROLLED OUT JOBWATCH ACROSS ITS NATIONWIDE DELIVERY FLEET.



The Yorkshire based company whose brands include Laptops Direct and Appliances Direct delivers thousands of electrical appliances directly to consumers daily and manages end-to-end product fulfilment for national retailers including Debenhams.

BigChange's three-in-one solution is delivering a paperless revolution for Buy it Direct and combines cloud-based delivery planning and scheduling, an Android mobile app for drivers and real-time tracking of the vehicle fleet. With fast efficient next day delivery being a key part of Buy It Direct's offering, the company were looking for an integrated system that would deliver a truly seamless customer experience and chose BigChange after evaluating a number of competitive systems in the market.

Prior to adopting the JobWatch solution, Buy It Direct were reliant on a paper based system including paper based manifests and delivery notes that drivers were required to collect in the morning and return for processing and filing at the end of each day. Without real-time visibility of the operation, the contact centre were making multiple phone calls to drivers to check the status of deliveries.



The new solution is fully integrated with Buy it Direct's routing software and the entire delivery process is automated on rugged Samsung tablets.



At the start of each day, drivers start their timesheet and complete an electronic vehicle walkaround check, logging any defects that are automatically alerted to fleet managers. Drivers have instant access to their delivery

manifest and the app navigates them efficiently from job to job, with the benefit of live Google traffic information.

Customers automatically receive a courtesy message by text message, giving them an accurate ETA for delivery. On arrival, items are scanned and verified using the JobWatch app and photos taken before, during and after each drop, providing robust proof of delivery and product condition. Custom worksheets guide the delivery team step by step through installation procedures. Additional photos are captured for installation of white goods (e.g. test washes and connection to water and waste pipes). Proof of delivery with signature is captured at the end of the process. This information is instantly relayed to the back office and customers immediately receive delivery confirmations by email.

Mick Eaton, Operations Manager for Buy It Direct said:

"The BigChange system means the delivery team and our customer contact centre are always in perfect sync. Our advisors are empowered to instantly answer any questions and have a real-time view of the operation. The robust proof of service is invaluable in dealing with customer queries and protects our drivers and the business from false damage claims or fraudulent activity."

Buy It Direct have been able to optimise and streamline their delivery operation. The BigChange system has provided business intelligence into how long it takes to deliver specific types of products. Previously too much time was allocated to each drop, creating wasteful slack in the schedule. This new insight means that productivity has been increased with more drops taking place per vehicle per day. Capacity across the operation has been increased without the cost of additional drivers or vehicles.

The new technology has also assisted with management of the vehicle fleet, with the daily driver checks allowing robust management of defects. The live tracking system monitors and reports on driver behaviour, providing a motivational de-brief at the end of each day.

"Since we implemented the BigChange system, we've seen an improvement in fuel consumption, less vehicle wear and tear and the level of goods damaged in-transit has reduced significantly. Overall the BigChange system has been a revolution for our delivery operation and I would not hesitate to recommend it to other home delivery operators"

Martin Port, founder and CEO of BigChange said:

"We are proud to be adding such value for Buy It Direct and playing a key role in the rapid growth of their world class ecommerce operation. We look forward to being a key technology partner to the business as they continue to scale."



you'll love JobWatch & your customers will LOVE you

BigChange
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UK

4 EXTRA JOBS
PER
ENGINEER
OR DRIVER
PER
MONTH 

8 HOURS
OF OFFICE
ADMIN
SAVED 
PER MOBILE WORKER
PER MONTH

0 FAILED
JOBS 

SIGNIFICANTLY REDUCE
THE NUMBER OF DAYS
TO RAISE
AN INVOICE 

 **10%**
REDUCTION
IN FUEL USE


10 HOURS LESS
TRAVEL TIME
PER MOBILE WORKER
PER MONTH

GENERATE
MORE
BUSINESS 

YOUR
CUSTOMERS
WILL
LOVE YOU 