



Canon is a world leader in imaging products for the home and office. Canon's engineers visit customers in every town and village in Ireland, providing technical support and maintenance. A cost effective, efficient means of getting parts from head office to field engineers is an important element in providing the customer service levels Canon's customers demand. Every hour that a Canon engineer spends driving to a depot or head office is an hour less spent helping customers.

The new service we created for Canon is an excellent example of how DX's flexible, innovative outlook can provide a solution tailored to meet your specific commercial needs.

### **NATIONWIDE NETWORK OF SECURE, ALL-WEATHER DROP BOXES**

The DX created a network of secure all-weather drop boxes and collection depots throughout the country, which allowed Canon engineers to collect parts and supplies without having to travel long distances. The DX all-weather boxes are located throughout the country, in safe, convenient, 24 hour locations, such as filling station forecourts. Each day's consignment of parts is collected from Canon's head office and brought to the DX sorting centre where it is sent on its route for night time delivery to the appropriate drop box or depot.

### **EACH DAY DELIVERY BEFORE 09H00**

For Canon, the fact that each item is ready and waiting to be picked up by the engineer before 09h00 the following morning was very important. Traditional

couriers will only guarantee next day delivery, or pre-noon delivery at best. The DX service provides delivery before 09h00, so field service personnel can collect their parts before the day's work begins, instead of spending half the day chasing parts or waiting on them to arrive.

Canon's engineers have keys to the drop boxes and can access the waiting parts at any time of the day or night. An engineer with a wide territory can make several collections throughout the day as he works his way around his territory. Switching from a traditional courier service to the DX has greatly increased the amount of time Canon's highly skilled engineers can spend with their customers, where it counts.

### **CONSOLIDATE MANY DELIVERIES INTO ONE**

The DX also provides the collection and delivery service for Canon's camera repairs throughout Ireland and delivers all of Canon's camera repairs from its nationwide dealer network. When a customer brings a camera to a dealer for repair, the dealer notifies the DX to make a pick up and the camera is brought to Dublin where it is consolidated into a single delivery to Canon's repair service in the UK, saving time and money and streamlining the entire repair service.

### **COMMERCIAL THINKING, TRUSTED SERVICE**

The DX created significant cost savings for Canon, while greatly improving its field support and camera collection services and freeing up a great deal of the support engineers' time. This is how good commercial thinking solves commercial problems in the real world.

#### TRUSTED DX SERVICES :



DX is Ireland & the UK's leading independent mail and courier company providing a range of products and services delivering approximately 40,000 items per day in the B2B market.

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