



# Final Mile. Helping you deliver on your promises.

We make it quicker and easier for your engineers to get the parts they need. So when they say they'll be there, they'll be there.



# When it comes to looking after your customers, the final mile is where those make or break moments happen

And for your engineers, being able to deliver the best service possible starts with spending less time getting parts, and more time doing what they do best. With our UK network of intelligent lockers, you can promise your engineers they'll be closer to the parts they need. And with our distribution services, we promise they'll get them when they need them. So when they tell your customers they'll be there, they'll be there.

## Bring your engineers and parts closer

You'll find our intelligent lockers at over 1,500 sites across the UK. And with up to 5,000 sites in the pipeline, that's just the start. We promise to put your parts within a 15-minute\* drive of your engineers, which helps you save on fuel costs and cuts carbon emissions. And we'll store everything securely until they pick it up.

## Stay in the loop with smart notifications

Our secure lockers can track every collection and delivery. You'll be able to see them all on our online portal. And we'll send texts to your engineers when their parts are ready to collect. So they won't waste a journey or have to queue when they get there – making your service more efficient.

## Plenty of storage space

Made from recycled bottle tops, each of our lockers is 1083mm x 964mm x 823mm. That works out at almost a cubic metre – enough room to fit a washing machine, with space to spare. So whether your engineers need one big part or multiple smaller packages, we're here to help.

## Be ready for that early job

Your engineers can access all of our Final Mile sites 24/7. And if you're using our logistics services, we can deliver your parts before 8am, so they can get to their first job of the day on time. In other words, your engineers can get their parts when it suits them, spending less time on the road and more time on the job.

## Get a solution that's already gone the distance

We've tried and tested Final Mile with one of the largest field engineering workforces in the UK. Ours. And in some cases, it's saved our engineers over one and a half hours of driving each day. Time that could be spent visiting more customers.



## On the job with Final Mile

We can make every day easier for your engineers

### We promise your engineers will spend less time on the road

With the right data and a Final Mile location within 15 minutes\* of your engineers, they'll waste less time driving to pick up the parts they need for the job. And that adds up to lower emissions for your whole business. So you can promise to do your bit for the environment.

7:45am	Toby's up and ready to leave the house. His first appointment is at 9am and he's already got a text to tell him his parts for the job are ready to collect. He's running right on schedule.
8am	Toby's parts are just a 15-minute drive from his house. He pops in his PIN, flips open the storage locker, and he's got exactly what he needs.
8:30am	Toby makes a quick call to the customer to confirm that he'll be there on time. And with time to spare, he can afford to grab a coffee on the way. Toby's on a roll.
9am	Toby's bang on time and flying through the fix – with everything he needs to hand. It won't be long until he's done and onto the next job.
10am	Toby waves goodbye to his first customer. Thanks to his early morning pick-up, he already has the parts he needs for his next job, so he can head straight there.
5pm	A quick pit-stop on the way home means Toby can drop broken parts into his nearest Final Mile locker for his company to collect. It's been a good day.





## A service that fits your business

Whether you're looking to completely transform your field operations, or simply want to add more security and certainty to your existing systems, we can build a service that works for you.

### **Let us cover the whole journey**

We'll deliver parts from your fulfilment centre to our secure sites. They're open 24/7 for organisations that work around the clock. Night time collections are made safer with security lighting. While each site is also health and safety audited.

### **Or host our intelligent lockers on your own sites**

When it comes to distributing your parts, you can use your existing carrier or choose from our distribution options. We'll install, monitor and maintain all of your intelligent lockers, so you don't have to worry.

### **Can't decide? No problem**

If you're not sure what'll work best, we'll work with you to find a Final Mile solution that fits your needs. Even if that's a combination of the different options we offer.

## We promise you'll be able to plan better journeys

So you can promise your engineers a more productive workday. With an easier way to return spares and the confidence that everything's ready to pick up, they can spend more time keeping your customers happy.

# We've road tested Final Mile

It works for us.  
And it works for EDF Energy.



“We needed a big player who had the experience and confidence to help us with such a challenging rollout. Final Mile has worked really well for us. Our engineers can get the equipment they need to get on and do their job.”

**Jim Poole,**  
Director of Customer Operations, EDF Energy

## It keeps our field services running like clockwork

Our field engineering teams needed secure storage to make delivering spare parts run like clockwork. It had to be flexible, and it had to complement our existing supply chain.

Some engineers were travelling long distances to get spare parts from external locker banks. Others found searching for parts and equipment on site frustrating, especially when they went missing. That made the job less efficient.

Our intelligent lockers were so successful, we ended up rolling them out to over 1,500 of our sites. Now engineers know exactly when their parts are ready to collect and don't have to drive so far to fetch them. They spend less time looking for deliveries, too.

## And it's smartened up EDF Energy's smart meter rollout

We're helping EDF Energy deliver on its promises as it rolls out smart meters across the country. Previously, it relied on engineers picking up smart meters and equipment from a depot or wholesaler. But that wasted time.

Now, the utility supplier is using our intelligent lockers and Final Mile network to help its smart meter rollout run smoothly. Engineers can pick up what they need from a secure location that's closer to them, so they can focus on doing what they do best.

To find out how Final Mile can help you deliver when it matters most, visit [finalmile.bt.com](https://finalmile.bt.com) or contact [finalmile@bt.com](mailto:finalmile@bt.com)

\*Subject to terms and conditions. Visit [finalmile.bt.com/terms-and-conditions.html](https://finalmile.bt.com/terms-and-conditions.html) for more information.

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