INVENSIS

Global Outsourcing Services

INVENSIS' EFFICIENT DATA PROCESSING SERVICES RAISES ORDER MANAGEMENT EFFICIENCY FOR ESTABLISHED AUSTRALIAN HOME SHOPPING COMPANY

THE CLIENT

Established and popular Australian-owned and managed home shopping company, selling a wide range of products through their home shopping services to customers, for over 40 years

THE REQUIREMENT

The client wanted to improve their business efficiency by improving order management. They sought to outsource the non-core task of data processing from online order entry forms submitted by the clients, which was time-consuming and slowed down order processing.

THE OUTCOME

- 3,000+ to 10,000+ Forms processed per day

- 40% Cost savings

- 24-48 Hour turnaround time

- Faster and accurate delivery of goods

ABOUT THE CLIENT

The client is an established Australian-owned and managed home shopping company. It has been successfully helping people complete shopping from the comfort of their home, using their online catalogue of diverse range of products. Their product range include homeware, clothing, toys, and tools. The company prides itself on its quick and efficient order service, quick delivery, easy returns, and 100 % money back guarantees.

The company was established in 1974, after the owners identified a pressing need for a reliable and good quality home shopping service for Australians, which would provide them with high quality goods at reasonable prices. The company thus came into being, and provided at-home shoppers the satisfaction of risk-free shopping from home, at reasonable prices.

Initially, the company started off delivering physical copies of catalogs to homes. The subsequent expansion of the company, driven by its increasing growth and popularity, led to the establishment of the client's online shopping website, thus increasing access to a wide distribution of customers but ensuring the same, wide range of products at affordable prices.

THE BUSINESS CHALLENGE

As the demand for their services and products increased along with the number of customers, the company encountered the challenge of managing these orders efficiently in order to deliver the products within the minimal time.

They desired to outsource their non-core activities such as data entry and data processing from customers' order submission forms, in order to focus on the core business goals of expansion.

They approached Invensis, a leading IT-BPO, and commissioned us with the task of efficiently carrying out the data processing.

THE INVENSIS SOLUTION

Requirement Analysis

- Carrying out the requirement analysis for the project to understand the client's expectations and desired outcomes for the project

- Estimation of the resources needed at the initiation of the project, the number of personnel required and systems needed

Process Implementation

- The project started with a moderately sized team; as the project expanded in scope, the team size also got ramped up.

- Carrying out in-house training for the team

- Incorporation of flexibility for scaling up or downsizing the team as per the seasonal fluctuations

- Implementing the necessary data security and data confidentiality safeguards to ensure that data was protected at all times

- Execution of the data processing task by the team and uploading of the completed output files to the client database

The Invensis Advantage for Data Processing Services

Well Trained Employees

Best Fit Technology Guidance

Data Security

Quality Assurance

Quick Turnaround Time

SOPs for streamlined work

Scalability of Services

16+ Years of BPO Expertise

THE RESULT

3,000+ to 10,000+ Forms processed per day

40% Cost Savings

24-48 Hour Turnaround Time

Faster and accurate delivery of goods

The client embarked on this outsourcing project with the desire of boosting their process efficiency. Collaborating with Invensis has helped them focus on their core business goals by ensuring that the tedious and time-consuming data processing is carried out in minimal time and less costs.

They could devote their attention to the other parts of the order fulfilment process and through this, they were able to ensure that orders were completed within the specific time period.

The initial number of orders processed was on the order of 300-500+ per day; over time, the number of processed files has increased to 9000-10000+ files per day. Proportionately, the number of personnel involved in carrying out this task has increased.

Invensis' efficiency in carrying out the project has provided great satisfaction to the client, as a result of which the project has continued till date. Through the data processing outsourcing project, the client has been able to enhance the process efficiency of order fulfilment as well as achieve considerable cost reductions. They are able to increase customer satisfaction, which is necessary for ensuring business growth and expansion.

INVENSIS FACT FILE

- 16+ years of experience
- ISO 9001 and 27001 certified
- Multiple delivery centers
- 2000+ trained professionals
- 9+ service verticals
- 200+ clients served around the world

OUR WORLDWIDE CLIENTELE

CONTACT INVENSIS

For more information on how Invensis' Data Entry BPO Services can streamline your business operations, contact us today.

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Invensis®
Global Outsourcing Services

Rated One of the 10 Most Promising BPO Companies in India