

LEADING ONLINE NUTRITIONAL PRODUCT DEALER GETS ONLINE DATA ENTRY SERVICES FROM FLATWORLD SOLUTIONS

The Client

The client is based in the United States (Illinois) and is an online merchant selling thousands of nutritional products designed for both humans and pets. Products include vitamins, herbs, blenders, juicers, water distillers, pet supplies, gym equipment and homeopathy. They provide consultations with specialists such as health coaches, master herbalists, nutritional consultants and naturopathic doctors. Services include hair mineral analysis, neurotransmitter deficiency assessment, metabolic typing and blood chemistry analysis.

Client Requirements and Challenges - Data Entry for Online Sales Support

The client needed support for updating nutritional product listings. They wanted an experienced outsourcing partner to help them reduce costs and eliminate the need to hire an internal staff. Requirements included 24/7 availability, ease of communicating and a nutrition background due to specialized product/service details. To confirm communication and nutrition skills, Flatworld Solutions (FWS) recommended a free quality test.

The project involved these primary challenges -

- + 24/7 support.
- + Jazva e-commerce software involved several difficulties.

The Solution - By Flatworld Solutions

The Flatworld Solutions data management specialists developed this solution -

- + The trial project team included an account manager and two data entry specialists with a nutrition background. The client provided 15 days of training in the Jazva software. Following the training, the team completed data entry involving several nutritional products to demonstrate a detailed understanding of all client requirements.
- + Upon successful completion of the quality test, the client signed a contract with FWS to process 400 products on a daily basis.
- + The full-time team included an account manager and three data entry specialists with nutrition backgrounds.
- + The data entry team updated 2800 products weekly until the project was completed successfully.

Final Results - Updated Product Details for Thousands of e-Commerce Listings

This project demonstrates the importance of working with an outsourcing team that has scheduling flexibility and a large staff with diverse backgrounds. In this project, FWS provided a data entry support team with nutrition expertise and 24/7 availability. The client was especially pleased with the high-quality [online data entry services](#), pricing structure, around-the-clock work schedule and ease of working with the Flatworld Solutions team.

FWS has two decades of outsourcing experience with organizations of all sizes throughout the world. If you are looking for ways to stay ahead of the competition, [contact us](#) today to discuss our cost-effective and customized online sale support strategies.