

# Piloting Efficient Order Fulfillment Services



## Supporting Top Line Business Growth

Drone owners must follow a list of rules, register their drone under the government, and have an identification number assigned by the FAA visibly placed on their drone. While the application for registration may be a simple form, there are certain pre and post registration questions that require registration knowledge.

A distinguished support services company that simplifies the FAA's drone registration process quickly became overwhelmed with the high volume of applicants. Hundreds of emails were flooding in daily, and in order to maintain good customer standing they looked towards ARDEM for assistance.

### The Challenge: An Efficient Workflow

The challenge revolved around the inefficiency within the order fulfillment process – a scalable team was necessary in order to keep up with the increased customer demand. Additionally, management of troubleshooting and cancellations took additional time and effort resulting in gaps between order processing.

As business expanded beyond expectations, the company spent more time trying to catch up with their backlog than focusing on providing customer support.

### Key Benefits

- Manage High Volumes
- Increase Accuracy
- Improve Customer Experience

### Benefits of Outsourcing to Scale and Maximize Revenue

- Your Business is Growing Quickly
  - ⇒ Scalability allows you to handle fluctuating volumes
- You are ready to scale up but lack the infrastructure
  - ⇒ Most businesses lack the resources to quickly and successfully scale up
- You need better customer experience
  - ⇒ Quality Outsourcing lets you focus on improving customer experience and ROI

## Bolstering The Organizational Bottom Line

Accuracy was crucial when handling sensitive customer information and required both speed and attention to detail. In order to keep up with supply and demand, ARDEM assembled a professional solutions team to process and manage the accumulation of orders through Shopify. This process was streamlined to ensure that the highest level of accuracy through multiple validation checks.

Customers provide some information and pick which service they would like in order to simplify their drone registration process. With this information, the drone can be registered under the official FAA website and a certificate of registration will be emailed directly to the customer. Once the order has been completed, any optional services are processed and a confirmation email will be sent.

Each order is processed swiftly to ensure a real-time turnaround for all orders. Addressing data security at multiple levels, both HIPAA and GDPR compliance is ensured to accommodate confidentiality.

Not only has ARDEM reduced order processing time, the increase in order fulfillment has also improved customer satisfaction resulting in a significant cost reduction.



**Backlogs negatively impact your business as a whole. In addition to maintenance costs you lose customer value the longer their order sits in a queue.**

### About ARDEM Incorporated

ARDEM Incorporated delivers success companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.

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