

Data Entry Solutions for a Construction Project Management Software Company



Organizing the Workflow for Project Management

A project management software company was looking to outsource data entry tasks to help assist during the busy building seasons. Builders would provide various documents, organized into tasks, to coordinate with clients and crew members.

Each task required its own unique template and set of instructions to accurately enter the data. Rather than hiring temporary employees every season, this company contacted ARDEM for full back-office support services to maintain a scalable and streamlined process.

Dedicated Teams to Ensure Efficiency

The biggest challenge that this software company faced was due to the long training cycle combined with the multiple tasks required for each project. Because each custom home construction project varied, it was difficult to estimate how long it would take to complete each project.

The accounting functions and contact/lead name tasks were simpler and could be completed within a shorter amount of time compared to the item selection task which required more attention to detail. During this step, each line item is assigned a specific four-digit code along with the correct cost type and quantity for materials, labor, subcontractors, and more.

Key Benefits

- Dedicated teams to provide constant support
- Highly qualified and skilled team members
- Extensive Quality Assurance

Cons of Temporary Employment

- ⇒ Temporary employees are short term solutions
- ⇒ Multiple soft and hard costs of temporary employees
- ⇒ Organizations spend a lot of time training temporary employees each season
- ⇒ A longer time-to-productivity ratio

ARDEM proposed starting with one full-time data analyst to fully understand the process and to achieve efficiency before scaling up. Using a train-the-trainer method, the dedicated project manager would fully understand the data entry process and would train the full-time analyst and a backup in case the analyst is sick or on vacation.

Communication back and forth between the company and the project manager was crucial during the training process in order to increase both efficiency and accuracy.

ARDEM's Valued and Scalability

A manager from this software company instantly recognized the value ARDEM could provide with a scalable team. By starting with one full-time analyst, ARDEM was well prepared to quickly scale up the team to handle larger volumes and demand.

As a result, the software company found significant cost savings for their data entry process and a reliable partner for back-office support. By providing a dedicated team, ARDEM has allowed the company to handle larger daily volumes. Partnering with ARDEM allowed for this software company's team to focus on core competencies to provide better service and customer support.







Each team consists of a dedicated project manager who will be in charge of ensuring that your project runs smoothly.

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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