

# BUSINESS PROCESS OUTSOURCING TO IMPROVE NEW CONSTRUCTION ENERGY EFFICIENCY



## KEY BENEFITS OF OUTSOURCING



**Faster Cycle Time**  
Inspection reports are processed quickly and accurately



**Scalability**  
Ability to scale team size to increase revenue



**Industry Experience**  
Accurate processing using qualified engineers on the team

## THE CURRENT CHALLENGE

An Engineering and Environmental consultant located on the east coast provides energy efficiency consultation to its Construction clients. To provide these services it collects data from inspection reports, engineering drawings and on-site photographs. Data from hundreds of new and existing construction sites are collected every month.

The current challenges that this consultant was facing was due to the need for achieving high accuracy and process cycle time reduction in a short period of time. This would require having to recruit a large team of qualified engineers and training the team. As a result, this engineering and environmental consultant turned to ARDEM.

# HOW PROCESSING OF INSPECTION REPORTS HAS BECOME MORE EFFICIENT AT AN ENGINEERING AND ENVIRONMENTAL CONSULTING FIRM

Scope of work required reading engineering drawings to determine insulation types used and what is the R-factor. Reading plumbing drawings to determine length of plumbing runs. Reading drawings to determine window sizes. Researching for emissivity values for glass. Identifying appliances being used and researching for their Energy Star ratings. Using photographs to determine materials used in construction and performing needed engineering calculations.

As building construction increased the backlog increased as the internal team struggled to keep up with the increased volume of reports. Furthermore, since the work was highly technical, training took long and frequent turnover of staff exacerbated the backlog problem.

**The challenge to achieving success was People. Recruiting qualified people, training them, retaining them while continuing to process the engineering data correctly and rapidly.**

ARDEM's approach was to recruit only candidates who had an engineering or technical degree for this assignment. This assured that they would have an understanding of the terminology and be able to read drawings, or, perform technical calculations.



The ARDEM Trainer was first trained by the client. Next a pre-launch team consisting of a few team members began processing the Inspection Reports in parallel with the client. Any questions that came up were resolved with the client. Any issues related to the outsourcing of this process were resolved. Performance Metrics for the outsourcing of Inspection Reports were defined. A time plan for addition of more ARDEM analysts was defined.

# BENEFITS OF WORKING WITH ARDEM

Within 90- days from the start the full team of 10+ analysts were in place. Accuracy of data being produced was better than before. Cycle times from receipt of Inspection Report to completion of processing was shorter. Backlog was rapidly disappearing. Processing of Inspection Reports was no longer a bottleneck. Revenue could be increased.

ARDEM recognized the most challenging part of this outsourcing assignment was People. There was a need to put qualified and trained technical people on this team and then drive improvements in both quality of data produced and cycle time.

*"We are really excited...for a long-lasting mutually beneficial relationship."*



## DEDICATED TO PRODUCE RESULTS

ARDEM provides fully managed solutions to ensure the success of every outsourcing project.

Our dedicated project managers are your point of contact and will always be available during our standard business hours.

With over 250+ talented employees, we bring the sharpest minds, both trained and qualified, to bring both knowledge and experience which will immediately bring value to your team.



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# 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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