

Case Study: Outsourcing Data Entry Makes Sense for Econocaribe

Problem: Econocaribe Consolidators, based in Miami, was experiencing double digit growth and needed to expand it's labor force for entering Bill of Lading, invoice, and other information from paper and fax copies into their online system. At the same time, they wanted to reduce the cost of this function and increase their operating margins.

Solution: Econocaribe evaluated the alternatives of staffing in-house, using on-site contract labor, and using LogiWare's off-shore capabilities. After a financial analysis of the alternatives and a pilot program to study the quality of work between the alternatives, they decided to choose the LogiWare outsourcing option as the best alternative to solve their problem.

Benefits Gained: Econocaribe gained the following benefits almost immediately after adopting the outsourced solution with LogiWare:

- Formal documentation of the data entry process so that the process improvements could more easily be identified and implemented.
- More structured and formal training program for ramping up new data entry staff.
- Improvement in quality of work.
- Faster turnaround times and ability to handle peak volumes.
- Reduced operating costs.
- Centralized function making it easier and faster to make changes in the process.