

# Offshore Solution – Data Administration Home Mover Process

## The Task

We were asked to explore an offshore solution for a **team of 50 full time skilled administrators** who had to have excellent administrative skills and an eye for detail/ accuracy.

The client is one of the top 3 property services companies supporting the UK residential home mover market. Each year the business helps in the region of 10% of the home mover market move in/ moveout and part of the service is data driven when it comes to notifying utilities, councils and other stakeholders in the home mover process.

## Our Solution



A great deal of the tasks involved checking data (on several systems), finding missing data (internally and on public records), inputting data and liaising with various stakeholders.



We identified this as an opportunity to utilise our offshore offering, providing high quality resource at a fraction of the cost.



We recruited new team members who had come from administrative backgrounds particularly in financial services and utilities. The team were all seasoned administrators and used to dealing with high volumes of data in an environment where accuracy and efficiency was critical.



The 50 administrators were supported by two Team Managers and Quality Manager ultimately reporting into an experienced Operations Manager.

## Client Outcome



The balance scorecard target of 90% (including Accuracy, Time in Motion and “Days Behind” was 90%. Our team delivered 98% with no one under 94%



Completed a substantial backlog of tasks and got the client to a stable position within the first 6 weeks of production.



We more that halved the cost of the operation relative to when it was fulfilled from the UK

Exceptional quality results, going above and beyond client benchmark

Substantial backlog cleared within 6 weeks

Significant cost savings for our client through the offshore solution