

Case Study: Order Processing for Dov

The Leading **US Reseller of Event Tickets** is working with **Staff India** to process online orders for event tickets.

PAINS AND SOLUTIONS:

- 1 Client Dov needed a team to purchase tickets from Ticket Master and the team needs to work 17 hours a day, 365 days a year.
- 2 The virtual staff will have to purchase the tickets as soon as the orders come in as the seats are limited and if they are late someone else may get them.



THE RESULT

Dov started with a team of 4 people to work 17 hours a day, 365 days a year.

- With a little initial training, the team was able to cope with the tasks quickly and was processing orders in real-time.
- The remote teamwork mostly independently with little guidance.
- Reduced up to 80% cost on staff salaries.
- The client does not need to worry about orders that are coming in on odd hours as someone from the remote team is always available to process that.
- The order processing has become really smooth and on time which has contributed to the continuous growth of the business.

Staff India offers dedicated virtual employees to our clients for the various back office roles. This could be a wide range of roles from web developers through to multi skilled virtual employees.

You are an individual, not a number. We value all our clients.