



# STAFF SUPPORT TO REDUCE ONLINE ORDER BACKLOG

**Case Study:** Warehouse Support – Book Retailer

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## Case Study: Warehouse Support – Book Retailer

An Irish retail company primarily involved in the wholesale and distribution of books, newspapers, magazines, stationery and cards in Ireland, required the support of RGIS. The company is headquartered in Dublin and it employs over 1,800 staff with more than 60 outlets in the Republic of Ireland, and an online book and eBook store.



### REQUIREMENT

The book retailer needed **warehouse staff support to help to reduce the backlog** with online orders prior to Christmas.

The book retailer required RGIS to provide the following:

- **Support** for the online store which operates within a warehouse
- **Receive and process online orders**
- Orders to be processed **within a strict timeline**
- **Four weeks of support**



### SOLUTION

The book retailer partnered with RGIS to complete the **online order backlog project**, and RGIS provided the following:

- Scheduled a team of **10 experienced RGIS warehouse staff support staff** per day
- The customer trained the RGIS support staff in the processes to be adhered to
- Received and processed customers online orders:
  - **Received an order** in the system
  - **Identified** the product
  - **Picked** the product
  - **Packed** the product
  - **Despatched** the product out to customer
- As there was a very strict time frame from receiving order to delivering order, online orders were **processed accurately and promptly**



### RESULTS

The book retailer found by outsourcing the **online order backlog project** to RGIS, the following results were achieved:

- **Online orders were processed on time**
- **No negative impact** on customer service prior to Christmas
- **The customer was prepared** for the Christmas rush of online orders



By partnering with RGIS, the book retailer found that **online orders were processed on time** with no negative impact on customer service prior to Christmas



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RGIS\_CS\_0199\_01

Staff Support



Pick & Packing



Fast Turnaround



Satisfied Customers



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