ROLE BASED ORDER MANAGEMENT SYSTEM
# FOR WRITING SERVICES

CUSTOMER BACKGROUND

Our client provides academic thesis writing services globally with bunch of professional writers in multiple languages. Company is empowering writers across the globe for over two decades. They have established a unique position in the industry by providing exceptional employment opportunities to talented freelance writers.

Their unique business model eliminates the need for writers to constantly search for clients, replacing it with a steady stream of orders. This approach not only allows writers to focus on their passion for writing but also ensures a substantial income.

THE PROBLEM

Despite its successful business model and substantial writer base, company faced a significant operational challenge. The company required an efficient order management system to streamline its workflow and enhance productivity.

The unique structure of the organization, which includes three distinct roles - Admin, Writer, and Quality Control Team, required a system that could address the specific needs of each role. The absence of such a system was leading to inefficiencies and communication gaps, hindering the smooth functioning of the organization.
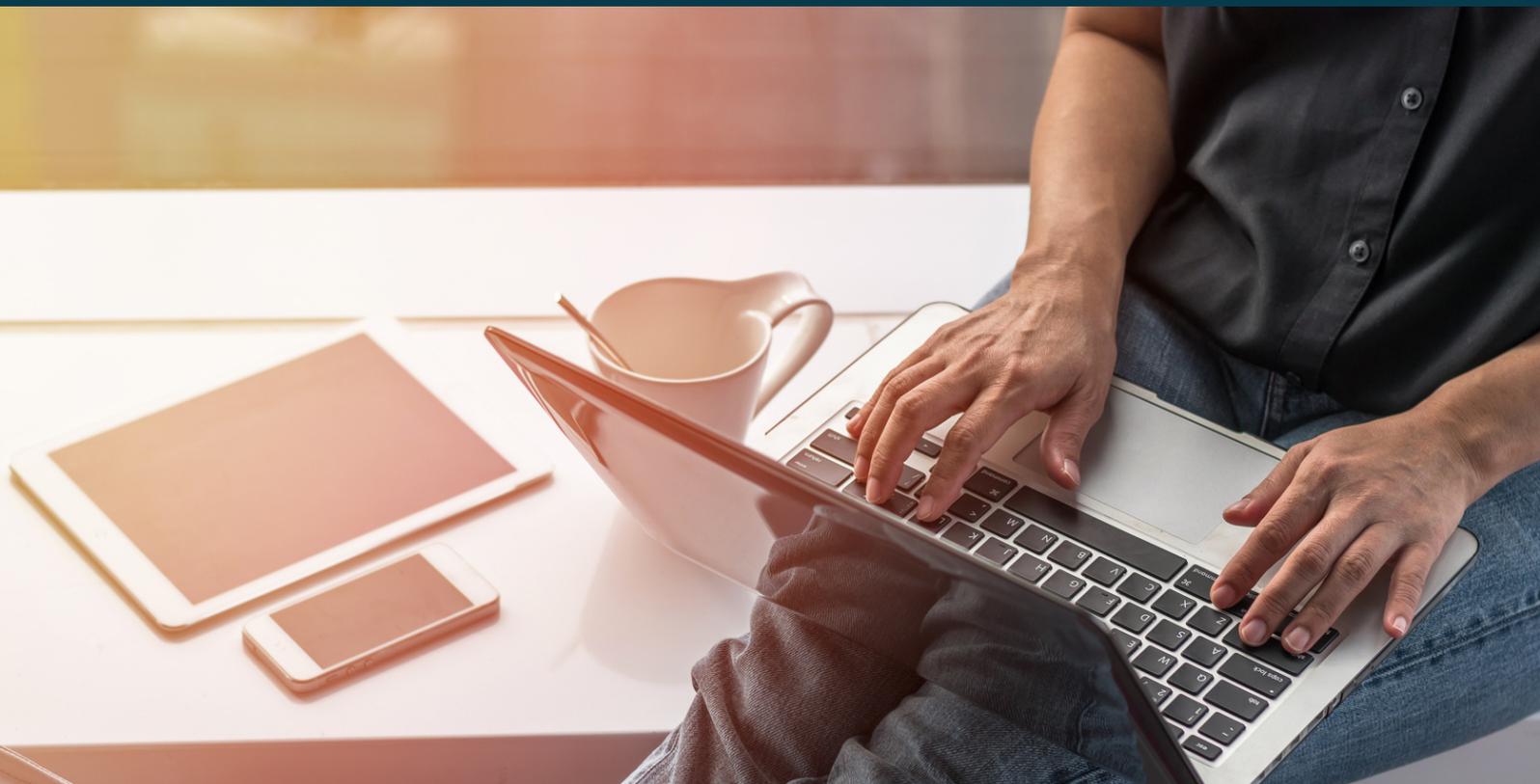
THE SOLUTION

In response to the operational challenges faced by the organization, an innovative, role-based platform was developed to manage orders more efficiently. This user-friendly web application was tailored to the organization's unique structure and needs. It accommodated the distinct roles within the organization, ensuring a smooth workflow and effective communication. The platform provided a centralized space for updates about orders, their status, and other relevant information, reducing communication gaps and misunderstandings.

The implementation of this solution significantly improved the organization's operational efficiency. It streamlined the order management process, reduced inefficiencies, and improved communication, leading to a more productive work environment. This innovative platform not only addressed the immediate operational challenges but also provided a robust and scalable solution that could cater to the organization's evolving needs in the future.

OUR APPROACH

Nextwebi team thoroughly grasped our client's needs, our objective was to create a cloud-based web application equipped with advanced technology and features. As a leading development company, we successfully delivered a web application that offers centralized accessibility, Perfectly meeting the project's requirements.

For Admin :

- Customized order timeline management for efficient workflow.
- Detailed order management for seamless processing.
- Simplified payout management for orders.
- Comprehensive reports aid decision-making.
- Real-time notifications and messaging ensure timely actions.
- Establishing a structured system for managing writers and the quality control team, which includes a feature that adjusts dates and implements restrictions based on geographical location.
- Collaborative platform for communication between the teams.
- Automated schedulers and workflow.
- Delay and escalation management automation.
- Change request management.

For Writers :

- Enables writers to manage, edit, and update their profile details.
- Provides writers with direct invitations from the admin for specific orders, displays available orders with price deadlines and other information, and shows active and revised orders.
- Allows writers to create contact requests for the admin.

For Quality Control Team :

- Enables QC members to manage, edit, and update their profile details.
- Facilitates QC members to reject or approve orders based on different quality parameters and review previously quality-checked orders.
- Provides a platform for QC members to create contact requests for the admin.

RESULT

The implementation of the role-based Order Management System (OMS) significantly improved the operational efficiency of the organization. The system's user-friendly interface and role-specific features allowed for a more streamlined workflow, enhancing the productivity of both the writers and the quality control team.

The OMS provided a centralized platform for managing orders, reducing communication gaps and inefficiencies.

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Contact - Nextwebi

Website
www.nextwebi.com

Office
Bangalore, India

E-mail
projects@nextwebi.com