



TM

ONLINE
PRODUCT
MANAGEMENT

CASE STUDY

Winning the tender

Orbitz Elevators

Winning the tender – Orbitz Elevators

ABOUT ORBITZ ELEVATORS

Orbitz Elevators deliver market-leading vertical transportation solutions across Australia, New Zealand and Papua New Guinea.

They have extensive experience in specialised elevators, including elevators for hospitals, nursing homes, shopping centres and public buildings, through to vehicle elevators and more. At the heart of their company's identity and culture, is a straightforward commitment to their customers' needs and requirements.

orbitzelevators.com.au

BACKGROUND

We received an enquiry from Orbitz who were looking to create a number of tender documents in a more efficient and comprehensive manner.

Given the number of variable elements within the document, the current process was extremely time-consuming and labour intensive.

We quickly established that the project was achievable.

Orbitz were initially sceptical, as they had already approached two suppliers who claimed to be able to achieve their intended outcomes. In both instances, the solution had failed, despite Orbitz allocating a fair amount of time and money to the project.

PROJECT DETAILS



KEY OUTCOMES

1. Sales personnel can create the documents themselves.
2. Significant reduction in double-handling.
3. Significant reduction in the time required to compile the document.
4. No reliance on the marketing department to assist with the document compilation.
5. Improved customer service levels, given the speed achieved in turning the document around.
6. Document accuracy, consistency and the need for double data entries has been improved, given the business rules that have been incorporated into the solution.
7. Improvement in the professional presentation of the document.
8. Improved compliance levels.
9. Greater level of customisation, based on the tender opportunity.

TESTIMONIAL



Orbitz is delighted with the OPM solution that was presented to us for our tender documents.

We had tried a system before, which proved very expensive, cumbersome and frankly, did not work. Working with Neil and his team was great. They were knowledgeable, efficient and understood our requirements. The OPM solution created for Orbitz has allowed us to provide well-presented and professional documentation to our customers, by giving us the opportunity to personalise and tailor our tenders using the functionality within OPM. We have no hesitation in recommending OPM for future projects of this nature and look forward to a long-standing relationship with Neil and his team.

Alan Younger
National Business Development Manager





ONLINE
PRODUCT
MANAGEMENT