> Three hours into this conference, I'd already sent out two bids. It's amazing what you can do with a good content library!

Cecilie Drange - Chief Revenue Officer

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Drone Systems and Services Provider Nordic Unmanned Uses XaitPorter to Create Bids and Proposals Faster

Who is Nordic Unmanned?

Nordic Unmanned delivers comprehensive data solutions through industry leading expertise, to assist both public and private customers in the transition to unmanned technology. The focus is to support demanding clients by collecting time-critical data with the use of unmanned technology.

Founded in 2014, the company has offices in Sandnes, Oslo, Frankfurt, and Cranfield UK, and has quickly become Europe's leading provider of unmanned systems and services, with operations across the continent.

The company is ISO 9001-2015 certified by DNV-GL for the operation, maintenance, production, and sales of unmanned systems and sensor technology. Nordic Unmanned is listed on Euronext Growth Oslo (NUMND).

The Challenge: File-Based Solutions

Global drone industry growth is booming – the drone services market size is expected to grow to $63.6 billion by 2025. Due to the explosive growth of the global drone market, Nordic Unmanned's services are in greater demand than ever before, says Chief Revenue Officer, Cecilie Drange:

– We receive a staggering number of RFPs. We realized we needed a solution to handle the demand we're experiencing right now. A solution that would simplify and structure our proposal creation process.

The massive growth of Nordic Unmanned has resulted in an increasing number of new hires. Increasingly, the organization has become more specialized, with contributors across a wide range of business areas.

– When we founded the company back in 2014, we were five people. The situation was much simpler. That changed when we suddenly had six departments.

XAIT

Now, the technical department needs to weigh in, and so does the airworthiness department. We had to revamp our proposal process, and our document management solution wasn't set up to handle this on short notice.

Which document management solution did they use? You guessed it; we're talking about the W-word. That file-based solution that many companies struggle with when putting together highly complex business documents.

– We managed to piece together Word documents, but it was a pain. Countless hours were spent formatting.

As Nordic Unmanned grew, so did their need for an enterprise-grade proposal solution. Having worked with Xait's market-leading proposal software in three prior companies, Drange knew what to do to solve their bid process issues:

Implement XaitPorter within their organization.

The Solution: XaitPorter and the Benefits of a Content Library

Drange had worked with a Xait product consultant in two previous deployments of XaitPorter, at other companies. Having this person on board was a prerequisite for her when implementing the system.

– Ole Jacob Bryne knows exactly what I need and don't need, and we work well together.

An Onboarding Process in a Matter of Minutes

The first bid went out only four days after they had the template in place, says Drange.

– XaitPorter has been well received by those who have gone through the training. Many of the people involved in the bid we submitted within four days of using the system had never used one before. However, after 30 minutes of introductory training, they were up and running. All I had to do was tweak the formatting.

Further, she says:
– XaitPorter is so intuitive that by the time you've gone

through it the first time, you know the way it works.

Drange says their organization is tech savvy (the average employee age is 32), so using cloud computing is a natural part of team members' everyday lives. When using XaitPorter, they will typically ask questions such as "Is it possible to change the…" or "Can we do this with the formatting…", and so on.

– While you don't need to be a tech whiz to use XaitPorter, technical proficiency is a prerequisite for successful implementation, says Drange.

Cloud-Based Proposal Solutions Let You Submit Bids From Anywhere

The ability to work in real time on a document from anywhere, at any time, is what sets a cloud-based solution like XaitPorter apart from other (purported) co-authoring and collaboration solutions.

She remembers a conference she attended:

– Three hours into this conference, I'd already sent out two bids. It's amazing what you can do with a good content library!

As CRO, Drange spends a good deal of her time on the go. She enjoys working on her mobile phone, which is why she has a wish for the future development of XaitPorter:

– It would be great if XaitPorter included an app, so you could use it on your mobile device. But I may not be the typical user in that regard.

Results: Bids Are Created Faster

Nordic Unmanned has been using XaitPorter for almost six months now. What gains have they seen thus far in productivity?

– The bids take much less time to write, that's for sure. Our content library is not yet fully in place, so we haven't yet analyzed how much time we save. I'm waiting for Q4 results before I begin to analyze this, but we obviously save a lot of production time.

In the unmanned aviation industry, rules and regulations play an important role. Consequently, RFPs require operators to demonstrate full compliance with protocols regarding quality, safety, security, and overall "etiquette" for commercial drone operation.

In addition to understanding the applicable laws and regulations in the numerous countries Nordic Unmanned operates in, various departments must provide technical specifications and descriptions of how the company works with airworthiness.

– All RFPs include these things, and we have made standard copy to match. So, that part is simplified. Instead, we focus on the contract-specifics, which vary from bid to bid.

The case for investing in XaitPorter at an early stage of your startup

The Nordic Unmanned CRO offers clear advice to startups and scale-ups considering XaitPorter as a solution to optimize their proposal processes: Implement the system early in the company's life, rather than waiting until employees increase.

Drange explains her viewpoint as follows:

– Because XaitPorter is an enterprise-grade, industry-specific solution, it is expensive. But it's well worth the investment at an early stage of a company, to get users up and running. Once a few super users have mastered the system, it's much easier to train the next set of users than when there are 50 or 100 users.

Xait is excited about what the future holds for our collaboration with Nordic Unmanned. As the company likes to put it – the flight has just taken off.

The future is unmanned, and it's automated!

For more information, visit www.nordicunmanned.com.

The X factor for winning bids and proposals

XaitPorter is the benchmark team co-authoring and automation software solution. Ideal for complex tenders, proposals and reports. Implemented by major corporations around the world.
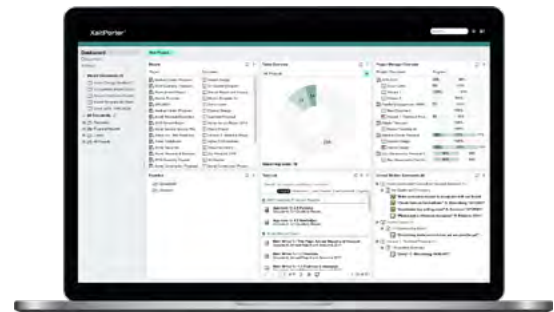
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