

## CASE STUDY

# GLOBAL RETAIL E-COMMERCE FULFILLMENT 3PL COMPANY CREATES ALLIANCE WITH WORKFORCE PARTNERS MAKING PEAK SEASON STAFFING RUN SMOOTHLY.

### Overview

For several years, a retail e-commerce fulfillment 3PL provider has worked with Hire Dynamics and two or three other staffing companies for peak season logistics/supply chain needs (Q4 and into January).

In that time, our 3PL partner has worked with its staffing partners to create a workforce scheduling tool ahead of its time, allowing us and the other staffing companies to plan out workforce needs far in advance and on short notice, as needed.

*The scheduling tool is cloud-based, and each staffing partner has its easy-to-navigate section.*

It's a fantastic benefit to all parties involved, saving all of the staffing companies – as well as the 3PL company itself - a good deal of time and headaches.

### The Result

The 3PL's client retention has been high as these peak season needs come around every season, and Hire Dynamics has the opportunity to partner with them on a continuous basis.

### Peak Season's Major Challenges

- 3-4 staffing companies recruiting and hiring talent; tight and timely coordination/communication is critical between them and the 3PL company.

- 9-12 weeks that talent is needed for peak holiday (outbound shipping) and January's returns season (inbound shipping).
- 590 positions to be filled for the entire project by Hire Dynamics alone.

### Extremely close communication between the company and its staffing partners

Once our client let us – and the other staffing partners – know it wanted to create this tool, it asked us what we needed in order to serve it in the best way possible.

We advised that the following information on our talent would be beneficial to have continuous updates on:

- Attendance
- Pay Rates
- Incentives
- Pay Raises
- Scheduling
- Overtime
- Turnover
- Attrition/Retention
- And more

## Our Playbook

As a result of this partnership, we've been able to create our own in-real-time playbook within their system

- Which internal Hire Dynamics manager is on-site at any time.
- Contact numbers for on-site managers and applicable HD branch and sales managers.
- A deliverables readiness checklist: where we are in our hiring process.
- The feedback we're receiving from talent/candidates.
- Tracking COVID absences. (Who may need to quarantine?)
- Performance and coaching tracking.
- Pay/non-pay talent incentives appear to work best regarding on-time attendance and retention.
- And more.

## Conclusion

We're always looking at our playbook to ensure we're on schedule. If we need to replace talent, who we need for the scheduled increase in positions each week; which individuals in our pipeline are eager to join the team; COVID/illness issues; training needs; and so on.

Most importantly, the partnership has allowed clear and continual communication among all the staffing companies serving our client and between Hire Dynamics and the client itself. Our client told us at the end of peak season 2020 **that it was able to end it a week early, saving it – and its clients – considerable time and money.**

***HIRE DYNAMICS WORKS WITH A LOCAL FULFILLMENT CENTER OF THE GLOBAL 3PL COMPANY AND IS AN EXAMPLE OF AN ALMOST PERFECT SUPPLY CHAIN WORKFORCE PARTNERSHIP.***

**Hire Dynamics** 

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