



# COMPREHENSIVE ONSITE SUPPORT RESULTS IN SUCCESSFUL PEAK SEASON

## Overview

This leading online retailer had a vast network of fulfillment and distribution centers across multiple countries. As their fourth-quarter peak approached, the retailer sought an agile contingent workforce strategy to help them meet demand in Canada.

## Highlight

In our first 4 months, Staff Management | SMX hired **3,878 new associates** and converted **1,521 associates to client employees**.

“Staff Management | SMX’s proven ability to drive operational scalability and efficiency with our onsite staffing solution, the retailer enlisted us to manage the contingent workforce across all six of their Canadian fulfillment centers.”

## The Problem

The retailer required an extremely flexible workforce that could accommodate highly volatile demand by scaling quickly based on order volume. Associate quality was also a top priority, as the workforce would be required to meet strict performance standards to uphold the retailer’s reputation of providing fast and accurate order fulfillment. Staff Management | SMX’s proven ability to drive operational scalability and efficiency with an onsite staffing solution led the retailer to partner with Staff Management across all six of their Canadian fulfillment centers.



Staff Management implemented a robust recruitment strategy that focused on three tactics: building community partnerships to raise awareness, creating an incentivized referral program and advertising via new and traditional media channels to reach a wide audience.

While our client-dedicated onsite teams worked to recruit and onboard associates. Our onsite teams also provided extensive on-the-floor support and coaching at each fulfillment center to ensure performance metrics were met.

Our centralized services team supported administrative tasks, processing onboarding documents and communicating schedule changes. Centralized support allowed our onsite teams to focus on operational and performance requirements.

Together, the onsite and centralized services teams enabled the retailer to rapidly scale their contingent workforce and meet seasonal demand while upholding performance standards.

Learn more about how Staff Management | SMX can help support your business with a strategic workforce strategy. **Visit [Staffmanagement.com](https://staffmanagement.com)**



“The extensive on-the-floor support and coaching provided by the onsite teams went above and beyond what we expected. The relationships we built were integral to our success and allowed us to rapidly scale our workforce and meet seasonal demands ”

Floor Supervisor