

A Spherion Case Study:

Achieving Peak Season Staffing Objectives



Client Situation

- Distribution center for leading nationwide retail chain required 160 flexible employees working at all times 24/7, equating to total of 480 workers during peak season, October through mid-December
- Needed to achieve 100% fill rates and reduce safety incidents due to excessive overtime
- Leadership concerned about worker availability due to lower unemployment rates, increased competition for workers and below market wages



Spherion Solution

- Gained agreement from client to offer flexible work schedules and increased hourly wages by \$2
- Implemented Spherion OurPLAN technology to manage flexible schedules and enhance employee communication
- Invested in dedicated, task-focused On-Premise team to drive operational efficiencies



Solution Results

102%

Increased fill rates from **76%** to **102%** year-over-year

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Client recognized by their organization as the **#1** distribution center in the country. Client attributed this recognition to Spherion's partnership in successfully supporting their peak season staffing needs

50%

Reduced safety incidents by approximately **50%**