



# How Impact Improved Staffing, Retention, and Operational Excellence for a Legacy Distribution Center



## CLIENT INDUSTRY

Distribution Center

## OUR EXPERTISE

Contingent Workforce Management

## CHALLENGES



### Eroding Market Position

Once a frontrunner, the distribution center lagged behind competitors due to slow adoption of modern practices and technologies, necessitating urgent internal efficiency improvements.



### HR Administrative Burden

Daily tasks such as processing applications and managing schedules burdened HR teams excessively, diverting focus from strategic planning and employee engagement.



### High Turnover

Lack of career development and recognition caused dissatisfaction among skilled workforce, leading to higher turnover, increased recruitment costs, and negative impacts on employer



### Lagging Productivity

Inefficient workforce management — lacking internal resources for optimization — hindered productivity and market expansion.

## CONTEXT

Distribution centers often grapple with the dual challenge of maintaining operational excellence and adapting to the rapid pace of market demands. A particular legacy distribution center — with over 40 years of operational history — found itself at this crossroad. Faced with staffing shortages, lagging retention rates, and outdated operational practices, the center was ready for a transformation. Here's how Impact Workforce Solutions catalyzed that change, revitalizing this client's agility, innovation, and strategic development.

## SOLUTIONS

### Streamlined Recruitment

We revamped recruitment with engaging postings and digital exposure, broadening candidate reach and community engagement.



### Streamlined Hiring

We streamlined hiring by simplifying applications and enabling self-scheduled interviews, reducing HR burdens and better aligning candidates.

### Enhanced Onboarding

We improved both the efficiency and the efficacy of onboarding and training processes, boosting workforce productivity while reducing additional administrative burdens.

### Workforce Optimization

Through improved hiring processes and operational consultation, we supported the client in developing a sustainable workforce development strategy with a focus on employee alignment and retention.

## OBJECTIVES

- ▶ **Improve Talent Access**  
Enhance the ability to attract and retain top talent.
- ▶ **Reduce HR Administrative Tasks**  
Streamline HR processes to reduce administrative burdens.
- ▶ **Enhance Hiring Speed**  
Expedite the hiring process to meet workforce demands.
- ▶ **Boost Retention, Quality, and Productivity**  
Improve employee retention, workforce quality, and overall productivity.





## CASE STUDY: IMPACT WORKFORCE SOLUTIONS

### RESULTS

#### COST REDUCTION

- \$1,098,501 in total program savings
- Hard-cost labor savings: \$562,095
- Soft-cost savings: \$536,406

#### REDUCTION IN TURNOVER

- 65% reduction in turnover rates
- Reduction of over 75% in short-term separations
- Monthly contingent labor turnover reduced from over 42% to under 12%
- Monthly full-time labor turnover reduced from over 11% to 3%

#### TIME SAVINGS

- 895 hours gained
- Human Resources:** 358 hours gained (2 hours per new hire)
- Met initial peak ramp-up plan of 100 employees in 45 days
- Achieved net increase of 206 employees in 2 months
- Production and Operations:** 537 hours gained
- Reduced onboarding time by over 7 days
- Reduced training time from 4-5 weeks to 2-3 weeks

Estimated Cost Savings: \$298,000

#### ADDITIONAL BENEFITS

- Lift of risk and employment liability
- Shift of administrative burdens
- Calm and confidence restored versus chaos and confusion
- Governance and compliance assured

>1.09M

**Total Savings**

65%

**Turnover Reduction**

895

**Hours Gained**

### SUCCESS

This legacy distribution center's partnership with Impact Workforce Solutions exemplifies the importance of embracing innovative approaches in modern business to adapt, thrive, and set new benchmarks for success. By addressing staffing challenges, streamlining operational processes, and revitalizing the center's culture, Impact Workforce Solutions successfully resolved immediate issues while creating new opportunities for resilient growth.



Explore how Impact Workforce Solutions can revolutionize your distribution center's operations and workforce strategy. Visit [ImpactWS.com](https://www.impactws.com) today for more insights.