

FULFILLMENT SOLUTIONS

FILL ORDERS, MEET DEMAND

FAST, ACCURATE FULFILLMENT OF FLUCTUATING CUSTOMER ORDERS WITH OUR PROVEN ONSITE STAFFING SOLUTION



“ We are partnered in all aspects of our business – in our labor planning meetings, in our floor walks. I am a firm believer that the quality of the partnership is related to the way it performs. ”

– HR Manager, Online Retailer



Staff Management | SMX is among less than 2 percent of staffing agencies in the U.S. to receive Inavero's Best of Staffing@ Client Award, earning client satisfaction ratings 13 times greater than the industry's average.

ONSITE STAFFING FOR YOUR FULFILLMENT OPERATION

We know that the hallmark of a successful fulfillment operation is the ability to keep your customers coming back. Each time they place an order, your shoppers expect to quickly receive the products they purchased. That means your operation needs to be fast and accurate. When demand suddenly accelerates, the extra strain on your workforce can make it tough to meet customer expectations. To ramp up when demand spikes, you need an efficient and scalable workforce ready to fulfill those orders. That's where we come in.

With Staff Management | SMX's onsite staffing solution, you benefit from having a service team fully integrated into your fulfillment operation to provide dedicated recruitment, onboarding, training and ongoing management of your contingent workforce. Your expert onsite team hits the ground running with a proven process that employs best practices to efficiently staff fulfillment operations like yours. Each step of the way, they'll work with you to meet your goals.

EXPECT REAL RESULTS



SCALE QUICKLY

We reduce the burden of demand uncertainty by providing you with a flexible workforce that can scale as quickly as your orders.



HIRE QUALITY

We fill each open position by bringing in hard-working individuals who will perform their jobs safely and effectively.



ACTIONABLE INSIGHTS

Workforce data empowers our teams to make strategic recruiting decisions that meet your goals and report program results back to you.

CLIENT SUCCESS SNAPSHOT



16,000

16,000 associates onboarded in 9 weeks



1,000

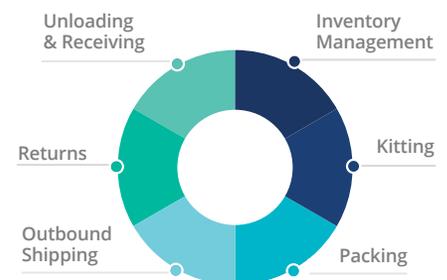
1,000 seasonal associates converted to full-time team members

“Our business is highly variable. With our demanding recruiting requirements and the number of SKUs and assets in our facility, it is a complex operation and the result is constant change. Staff Management | SMX allows us the flexibility to effectively manage that change and meet customer needs.”

– HR Manager, Online Retailer

OUTSOURCED PROCESS CAPABILITIES

In addition to onsite workforce management, Staff Management | SMX can also provide outsourced management of fulfillment processes such as inventory management, shipping, returns and receiving. Our comprehensive solutions ensure that you're efficiently utilizing a quality workforce across your entire supply chain.





THE STAFF MANAGEMENT | SMX DIFFERENCE:

OUR PROVEN SYSTEM FOR STAFFING FULFILLMENT CENTERS

At Staff Management | SMX, we have an optimized system for partnering with clients that have fulfillment centers to help them reach their staffing program goals and ensure that they achieve a return on their investment. Our proven system is composed of four essential components that work together so our teams are empowered to take a reliable, standardized approach and tailor it to your business's unique needs.



PROVEN PROCESSES

Over the past three decades, we've refined our standard operating procedures and best practices to ensure that we know how to swiftly establish your onsite staffing program, learn the specifics of your operation and ramp up or scale down with shifts in demand. We draw on our previous experience with fulfillment center staffing to bring tailored, proven processes to your facility.



DEDICATED TEAMS

If you have a previous staffing partner, our expert implementation teams will seamlessly transition your best workers and modify or replace your existing processes while ensuring there are no gaps in coverage. The implementation team also serves as an extra support to help your onsite team with ramp-ups, special projects and continuous improvement. Your onsite team works full-time at your facility to manage your contingent workforce while driving operational efficiencies and providing a touch point for your internal teams. Over the course of our partnership, centralized services operates in the background to bolster the capacity of your onsite team by supporting administrative tasks and associate communications to enable smooth ramp-ups.



PEOPLE EXPERTS

We use precision recruiting tactics that combine grassroots and targeted digital strategies to find the best workers for your contingent labor pool and get them to work right when you need them. Our priority is to get you the right number of these best-fit workers every day. Additionally, we promote worker safety through comprehensive programs and deploy engagement initiatives to retain our high-quality workers. To make sure that we're ready for fast ramp-ups, we continuously cultivate a Talent Community of potential workers in your area.



TECHNOLOGY IN ACTION

With our exclusive technology suite Stafftrack, we're able to optimize your contingent workforce like nobody else. The workforce management capabilities of Stafftrack allow us to deliver high-level reporting and drilled-down analytics that are tailored specifically to your business's needs. Our teams are also backed by the power of ViewFinder, Stafftrack's predictive analytics tool. With ViewFinder, we can anticipate obstacles that will lead to worker shortages and take corrective action to keep your fill rates high and your recruitment funnel flowing.