

# ONSITE SOLUTION PROVIDES DEDICATED SUPPORT AND EXPANDED PARTNERSHIP

## CLIENT

An American transportation and logistics company known for its fleet of commercial rental trucks. They specialize in fleet and supply chain management.

## CHALLENGE

We had previously supported this client as one of multiple vendors and operated from a recruitment center offsite. With the onset of the pandemic, they began to struggle with high turnover and low headcount. Our team approached them to expand the partnership to onsite and help them manage these emerging challenges.

## STRATEGY

Because our team was already familiar with the client, they focused on enhancing their experience and providing immediate support. We began by implementing our proven onsite model and providing the client with a dedicated team to offer real-time support. Our team worked to enhance the associate experience and build a retention program. We also focused on standardizing training and increasing on floor leadership. We increased headcount from 25-30 per day to 100-120 after switching to an onsite model.

Because of our dedicated solution, we became the preferred vendor for the client and helped cut down on the number of vendors. Our solutions have led to expanding more onsite locations in the local area and have continued to build out our national partnership.

## RESULTS



Increased headcount by  
**300%**  
after switching to an onsite model