



QUALIFIED DRIVERS SUPPORT AN EXPANDING DELIVERY OPERATION

CLIENT

A Fortune 100 Ecommerce marketplace was rapidly expanding their distribution operations. In more than 15 cities across the country, the company was managing over 200 vehicles, averaging 20-100 routes per day, per city.

CHALLENGE

The company's operations were growing faster than their in-house delivery services could effectively handle. To help meet demand, the company reached out to Staff Management | SMX for support in sourcing highly qualified Class C drivers for driver local delivery. In addition, the company asked Staff Management | SMX to create a driver management program that covered safety, policies, procedures and expectations for drivers.

STRATEGY

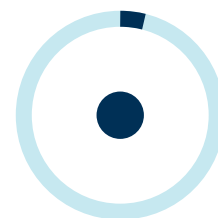
Staff Management | SMX sourced over 1,300 qualified drivers for the client's operation, supported by an onsite team overseeing staffing, operations and dispatch. Staff Management | SMX adhered to all federal and local guidelines, as well as vehicle and general internal safety requirements. The onsite teams even handled all bonus and incentive programs for all drivers.

Drivers delivered packages from the client's distribution centers, sort centers and delivery stations to the customer's door utilizing the client's routing technology and technical support to ensure a seamless operation.

After analyzing feedback from individual sites, the Staff Management | SMX team worked with the company's leadership to understand upcoming ramp up plans and van count expectations and create a proactive staffing plan for growth.

RESULTS

“ In the span of two years, over 1,300 highly qualified drivers started with the company, with an average turnover of less than 3%. ”



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AN AVERAGE TURNOVER OF LESS THAN 3%