




-  Services Company
-  Temporary Placements
-  Call Center

*The services company of a leading grocery retail group, currently providing services to five omnichannel grocery brands. This organization leverages the scale of the local brands to drive synergies and provides industry-leading expertise, insights and analytics to local brands to support their strategies.*

## GOAL

Launch e-commerce operations during COVID-19

## CHALLENGES

- Partnering with multiple delivery services
- Merged e-commerce and brick-and-mortar operations
- Struggled to find a reliable staffing partner for growing call center needs



## OUTCOME

LaSalle Network became their preferred staffing partner after exceeding previous provider's performance. We successfully placed and maintained 125-130 call center representatives over a 2.5-3 year period. Our team developed a pay progression plan and implemented a paid time off program for temporary employees, addressing a prior pain point. We achieved 52% retention rate due to the onboarding programs and technology training we conducted to set expectations for all temporary employees.

**130**

Placements

**72hrs**

Avg. time to fill

**2wks**

Onboarding time

**52%**

Retention rate

**By focusing on employee satisfaction and providing exceptional service, we helped our client achieve their long-term call center staffing goals.**