

# HOW ECLIPSE IA DELIVERED TOP-TIER RESULTS TO A LEADING E-COMMERCE COMPANY



## THE CHALLENGE

Facing peak seasonal demand, a massive e-commerce company needed quick start-up for a zip code sorting center in the Boston area. Then, they needed to launch two more right on the heels of the first. Due to shifting buyer habits, zip sort centers have become a major focus, and they intend to expand from 80 centers to as many as 300 over the next few years.

Their fulfillment center needed to quickly flex staffing up and down. They couldn't afford to have unproductive labor, or be overstaffed. They had been using temporary labor for all third-party or contract warehouse logistics programs, but more than 900 workers were needed — and no temporary services agency would be able to meet that at once. They turned to Eclipse IA, an Eclipse Advantage Company, to meet these aggressive demands.

"This e-Commerce client is adamant about meeting customer experience standards," said Cody McSwain, Senior Vice President of Customer Strategy at Eclipse IA. "Every distributor says it, but they mean it at an entirely different level."



## THE RESULT

With the help of Eclipse IA, all three sites ranked in the client's top ten for quality and volume, even during the busy holiday season. An initial goal of 72,000 packages a day was exceeded.

A team-based pay model makes it easy for fulfillment centers to calculate margins. The typical temporary services model relies on predicting performance, but with team-pay, Eclipse takes on the burden of generating profitability. Their unique model and people-first culture consistently deliver industry-leading productivity. Their



## THE SOLUTION

Eclipse IA developed a ramped staffing plan based on client volume forecasts, using a standard metric per man-hour. This allowed them to supply labor two weeks ahead of need, ensuring time for training and to manage any early turnover. Each zip center is staffed with a General Manager and four Supervisors, plus a recruiter to fill that building's staffing pipeline. Eclipse's Industrial Athletes (employees) handle all packages from inception through to staging.

Eclipse IA uses productivity team-based pay, an incentive system that rewards all members of a project or team with the same rate of pay, based on completing a productivity goal such as number of containers packed or trucks unloaded. It's a bold and innovative approach, but studies show it works — and retains more workers.

Industrial Athletes consistently surpass volume forecasts by 20%, and are able to flex as needed, which is critical for volatile seasonality that ebbs and flows.

For companies that need to control costs while increasing throughput, team-based pay delivers proven advantages. Eclipse's experts will guide you from exploration to implementation, helping you think through your situation to determine if team-based pay makes sense for your warehouse. Set up a free workforce optimization analysis today.