

EclipseADVANTAGE

SUCCESS STORY

PANDEMIC-ERA PRODUCTIVITY: How Eclipse Advantage Helped a Drugstore Chain Thrive

THE CHALLENGE

A leading drugstore chain turned to Eclipse Advantage as a staffing-solutions partner to manage a team of 70-90 experienced supply chain employees. As part of a cost savings initiative, the retailer also tasked Eclipse Advantage with overseeing its deconsolidation process. Given a successful, long-term partnership at five other sites, Eclipse Advantage was the natural choice for this new initiative.

THE CHAIN OUTLINED FOUR KEY OBJECTIVES:

- 1 Replace the existing supplier without an interruption in productivity
- 2 Retain as many of the current workers as possible
- 3 Provide unique ancillary services
- 4 Take over the deconsolidation services from the existing third-party provider

THE SOLUTION

As the COVID-19 pandemic disrupted operations nationwide, Eclipse Advantage ensured a smooth startup while following evolving health guidelines.

The team launched a hybrid staffing model, combining hourly roles with a team-based productivity pay system, to maintain continuity and boost performance. A dedicated on-site management team, including a Recruiting Operations Manager, oversaw hiring and transition efforts. Hourly staff handled over 10 specialized functions, from battery replacement and conveyor monitoring to trailer stripping and mod support.

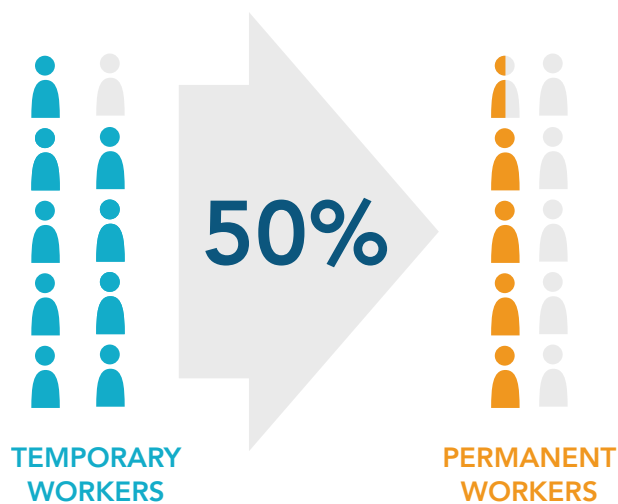
Eclipse Advantage also took full responsibility for deconsolidation: unloading, staging, and reloading freight from the port for delivery to downstream distribution centers.

THE IMPACT

SUCCESSFUL RETENTION AT STARTUP AND SIGNIFICANT OPERATIONAL EFFICIENCIES

Despite the pandemic, Eclipse Advantage delivered results across all fronts:

- Smooth startup and 90% retention at launch
- Improved site management and client satisfaction
- Cost savings through in-house deconsolidation
- Half of temporary workers transitioned to permanent roles
- Higher productivity and pay via team-based pay with no added cost to the client



90% of temporary staff retained at launch
50% converted to permanent workers

"Because social distancing made it extremely difficult and limited our plans of bringing in our outside travel team to a select few local resources, it was even more imperative that we focus on retaining as many workers as possible.

To secure retention, we offered competitive pay with sign-on and retention bonuses after 30 and 60 days, which also helped to alleviate any concerns about the new productivity-based pay. We were also cognizant of retaining employees on the receiving team, as we understood they were providing the critical inbound processing and loading services critical to this site's success."

*VP of Operations
Eclipse Advantage*

Let's discuss how we can provide valuable support to your team.

Sales@EclipseAdvantage.com | www.EclipseAdvantage.com