

-  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 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.