



TRCTalent.com

TRC RPO Solution Empowers Aggressive Year Round Competitiveness for High-Volume Custom Print Business

THE CLIENT: High Volume Custom Print Facility

THE FUNCTION: Personalized secure and non-secure fulfillment and laser printed business communications located in Atlanta, GA

Our client developed a strategy at an early stage to utilize contract labor. Their approach has allowed them to flex their costs and resources on a just-in-time basis, creating a model their competitors struggle to compete with.

The Challenge

Produce and Package all elements of print fulfillment programs year round, while operating during peak seasons from November – February. Workforce needed to increase with productivity demands during the peak season and subside during the rest of the year.



The Approach

Provided non-exempt staff on a small scale 10 years ago and the operation has grown to over 200 employees today. TRC has provided client flexibility to scale its workforce based on its variable demand.

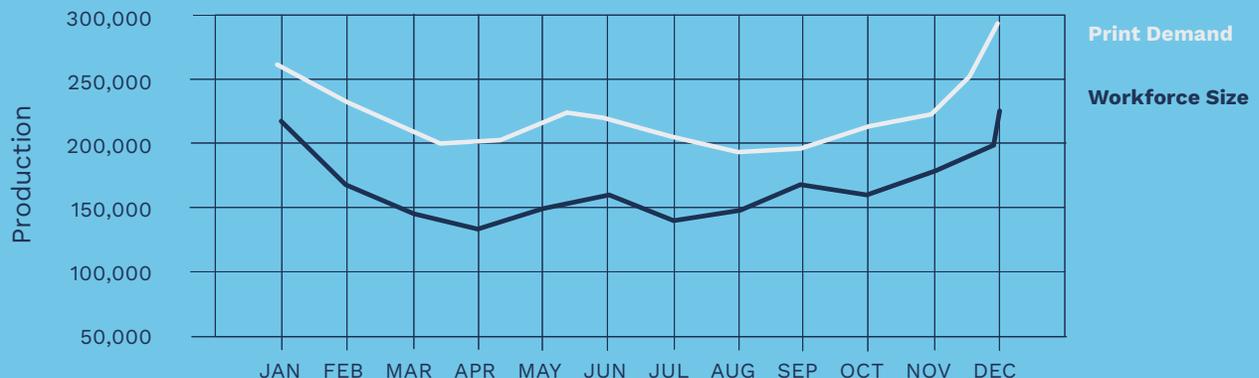
- Decrease turnover
- Developed and administer multi-tiered compensation plan that rewards both performance and tenure

Cost Savings

- Zero loss time accidents in 3.5 years
- On-Site Manager to oversee daily operations of HR
- Increase workforce during peak season and decrease during normal business
- Developed broad based recruiting program to source candidates to ensure workforce diversification

Productivity Increase

- Integrated extension of their management team who has developed a retention program, incentive program, and other HR policies to ensure a highly productive environment
- Provide client a just-in-time workforce where staff levels rise and fall, by week, based on client's demand cycles
- Client has little to no opportunity costs with contingent labor



The Results

Client is able to aggressively compete and win business usually reserved for large scale shops with economies of scale. Business has averaged above 15% growth for 5 straight years.

- TRC handles talent acquisition and development for all non-exempt positions
- Virtually eliminated clients management time focused on non-exempt workforce issues; allowing them to focus on more strategic issues
- Average 60 contingent workers; 100 contingent workers during peak months
- Yearly hard dollar cost savings in excess of \$750,000
- Less than 10% turnover annually

