



Scaling Robotics Deployments With Hyper Care Staffing

TRC partnered with a privately held robotics automation company headquartered in San Francisco, that builds best-in-class piece picking solutions for e-commerce distribution centers nationwide. The relationship started at an industry conference, where a TRC sales rep who specializes in system integration and robotics connected with the company's leadership team. Their priorities centered on intelligent automation, scalable fault tolerant deployments, and integrated products and solutions.

The Challenge

The initial plan was for TRC to fill a handful of direct hire engineering roles. As the relationship deepened, a larger workforce need came into view.

- Employee hesitation put deployments at risk. Fault free deployments were critical to meeting consumer expectations, but employees on the ground were often hesitant about the new robots, uneasy that the technology could eventually replace their jobs. That resistance could stall an entire deployment and put the client's reputation with their own customer at risk.
- Fast growth multiplied vendor complexity. The client was winning projects across states such as Illinois, Indiana, Georgia, and Florida, and each new project meant a new local staffing agency, a new contract, and a new timecard and invoice process. This made it nearly impossible to scale with confidence.

Our Solution

TRC took a step back and looked at the actual problem rather than the original request. The client did not just need engineers. They needed a way to make every deployment succeed on the ground, and they needed one partner who could manage that nationally.

- A brand new role, built from scratch. TRC created the Hyper Care Manager position, who were individuals placed on site for every new deployment, staying anywhere from three weeks to a full year depending on the project. Their job was to train the client's employees on the new equipment, build trust with the local team, and serve as the visible, dependable face of the client during a high stakes transition.
- Direct hire support alongside program management. TRC also placed several Deployment Engineers on a direct hire basis, giving the client permanent engineering talent to complement the on-site hyper care team.
- One partner instead of eleven. TRC restructured how the client managed staffing across every market, even in states where TRC did not already have a presence, by bringing in local partners while keeping the client's experience seamless. Instead of one point of contact per state, the client got one point of contact, one invoice structure, and one timecard system for every project nationwide, organized cleanly by project.



The Results

The client now has 11 Hyper Care Managers nationally, with three additional openings in progress. Direct hire engineering placements have driven a 20% increase in the client's engineering headcount. Several deployment sites that started with a single Hyper Care Manager have since grown to two or three as the client's programs expand. The client's COO personally reached out to praise how well TRC was running the hyper care program.

Key Takeaways

- Listen past the original request. The client came to TRC for a few direct hire searches. The bigger opportunity, a full deployment support program, only surfaced because TRC's team asked deeper questions about what was actually getting in the way of success.
- Sometimes the right solution is a role that does not exist yet. Rather than fitting the client into an existing staffing model, TRC built a new position designed specifically around their deployment challenges.
- Growth creates hidden operational drag. A fast growing client does not just need bodies on site. They need fewer moving parts. Consolidating contracts, invoices, and points of contact removed friction that had nothing to do with talent and everything to do with logistics.
- Culture fit drives brand representation. The Hyper Care Managers TRC placed were often experienced, manager level professionals who could represent the client's brand well and build trust with wary employees on the ground. That fit mattered as much as technical skill.

11

Hyper Care Managers placed nationally with three more roles in progress

20%

Increase in the client's engineering headcount through direct hire

1

Point of contact, invoice, and timecard system nationwide instead of eleven

Ready to scale your next deployment without the staffing headaches?

TRC builds staffing programs around how your business actually operates, from single site direct hire searches to full national deployment support. If growth is outpacing your current staffing setup, let's talk about what a program like this could look like for your team.