

# case study: swift coordination maximizes supply chain distribution demand during COVID-19 pandemic.

industry: multinational supply chain delivery services



## challenges & goals

This supply chain delivery leader saw a surge in demand for the shipment of goods due to the COVID-19 shelter in place and an increase in online shopping. As a result, the organization faced unprecedented workforce coordination challenges. While the company was accustomed to managing seasonal peaks, the unforeseen pandemic created a new set of obstacles for the talent acquisition team.

The organization now had to manage coverage for permanent workers who were sick with the coronavirus, delays in background checks and drug screenings, alignment with Department of Transportation (DOT) rules and regulations, increase in accommodation requests for pending new talent, and other challenges.



## solution

Building upon a strong decade-long partnership with Randstad Sourceright — the company's recruitment process outsourcing (RPO) and payroll solutions provider — a strategy was quickly developed to avoid delays. With a focus on risk mitigation, Randstad Sourceright worked closely with the client's Legal, HR and Risk teams to prepare a recruitment strategy.

The talent team worked within Department of Transportation (DOT) regulations to determine new processes for qualifying drivers faster and in a physically distanced way. Conditional starts — pending full pre-employment screening requirements — were given to qualified talent. The RPO also provided support to new drivers (pending start dates) by managing their travel coordination.



## key results

- coordination of more than 400 new starts during the first three months of U.S. lockdowns
- worked within DOT regulations to shift minimum driver requirements for driver tests, background checks and physicals, for a safe, but faster onboarding while social distancing was in place
- 87% year-over-year increase in the number of new hires who were supported with travel accommodation reservations
- 40% year-over-year increase in total hires anticipated for 2020



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