



CASE STUDY

Major retailer gets workers productive faster by providing real-time skill building at the frontline

When you're a retailer that needs to improve the volume and quality of output of its distribution center, how can you overcome the performance challenges that come with associate high turnover and absenteeism?

These were the questions facing supply chain operations leaders looking to support growth and increased e-commerce at a large US retailer. They needed better visibility into their workforce performance to identify gaps in productivity and get more consistent performance across locations. And they needed to reach frontline associates with guidance to become productive faster, without taking them off the floor.

COMPANY

Large retailer with more than 1,500 stores, multiple distribution centers and more than 200,000 employees distributed across the US and Canada.

KEY CHALLENGES

- ✓ Increase distribution center throughput
- ✓ Reduce rework and quality issues
- ✓ Equip new employees to be productive faster and reduce turnover

SOLUTION

Implementing Smart Access gave visibility into workforce performance, equipped frontline associates with personalized self-serve skill building, and enabled managers to routinely monitor and support associate performance at the frontline.

The Results

64%

Less time for new associates to gain skill proficiency

41%

Increase in retention - fewer quick quits

12%

Productivity gains - throughput per shift measured in cartons shipped, reduced rework

The speed to proficiency challenge

It was taking months to get new hires contributing fully at the frontline with no visibility into where associates were at in building proficiency. And over time, there was no way to reach workers with process updates rapidly at the warehouse floor.

Today, associates use Smart Access starting from day one on the job. When workers have questions or need to know how to handle an exception, they use mobile devices to access how-to answers on the spot, that keep them confident, productive and connected to their manager.

As operations shift, frontline workers receive alerts of new procedures with ultra-short videos or tips - with management seeing analytics on associate progress and performance.

The retailer achieved real-time skill-building on the supply chain floor by extending their tech stack beyond HRIS, LMS and WMS with Smart Access technology. Now, new how-to directions can be distributed in days.

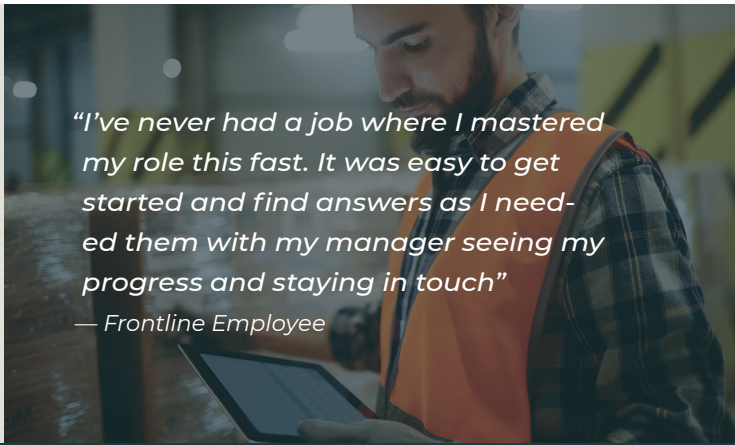
"Having operational procedures accessible to workers on mobile devices, making it easy for them to gain proficiency fast as a new hire. Today that's a competitive advantage for us and at some point soon it will be a necessity for all retailers"

— Sr Manager, Distribution Operations

The operations impact of faster frontline learning

What's the value of the new technology to a major retailers' supply chain? New hires are contributing to productivity 64% faster. Retention is up over 41% and throughput and quality metrics are up 12%. How?

- ✓ Analytics show how quickly new hires are trained, upskilled and performance per shift
- ✓ Digital tracking of observations provides a performance baseline, and enables manager-to-associate coaching to level up performance
- ✓ New task skill building happens in 1-2 minutes, including exception handling
- ✓ New how-to content can be created within 1 week and distributed with notifications



"I've never had a job where I mastered my role this fast. It was easy to get started and find answers as I needed them with my manager seeing my progress and staying in touch"

— Frontline Employee

We're pushing the bounds of modern retail productivity and performance.

We can get your pilot up and running in just 30 business days.