

## Seasonal Surge. Sustainable Workforce. Zero Disruption

When one of the world's largest snack and beverage producers faced skyrocketing seasonal demand, they needed more than a temporary staffing solution. They needed a reliable, performance-driven workforce that could scale fast, stay engaged, and keep operations running without missing a beat, season after season.

**CASE STUDY** 

# Performance Solutions

Workforce Augmentation

## The Challenges

A world leader in beverage and snack manufacturing faced annual surges in demand. Reliance on temporary labor was leading to strain across production and distribution facilities because of inefficiencies, such as:



**Seasonal Stress:** Additional pressure on production and distribution networks was taking a toll during seasonal peaks.



**Consistency of Standards:** Different outsourcing providers made it difficult to maintain reliable performance across multiple facilities.



**Workforce Quality:** Management was dealing with high turnover, inconsistent productivity, and elevated costs from frequent retraining.



**Workforce Stability:** Short-term staffing fixes were driving high turnover and low retention, counter to leadership goals.



**Operational Instability:** Seasonal hiring cycles led to frequent bottlenecks and service delays.



Competing priorities: Operations faced ongoing pressure to balance productivity improvements with cost savings.

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## **Results**



## 35% Cost Savings

by leveraging local associates



## Improved Operations

during peak seasonal demand



## Improved Productivity

through Pay-for-Performance model



## Reliable Workforce

with better retention and performance



### **Increased CPH**

compared to traditional temp labor

## **Our Approach**

Capstone designed and executed a retention-focused workforce solution that aligned with the customer's long-term operational strategy:

#### **Local Talent Utilization**

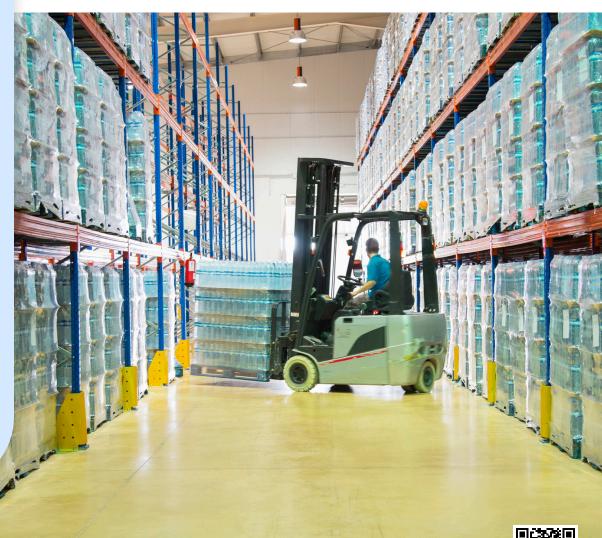
Rather than relying on distant travel teams, Capstone deployed tenured associates from nearby facilities. This reduced travel costs, shortened onboarding times, and provided associates with a deeper understanding of Capstone's operational standards.

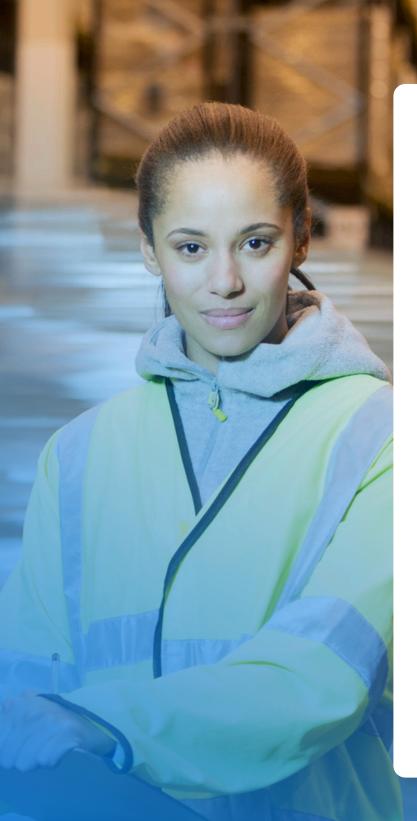
### **Strategic Compensation Model**

To compete in the local labor market and retain skilled associates, Capstone developed a competitive pay structure. This approach ensured workforce stability while attracting experienced talent capable of handling seasonal surges effectively.

#### **Retention-First Mindset**

Capstone aligned with the customer's preference for workforce stability by developing a plan that sustained operations year-round. This strategy emphasized consistency and built a reliable foundation that extended beyond peak demand periods.





## **Our Solution**

Capstone's solution delivered both immediate and long-term benefits by combining proven workforce practices with operational flexibility:



### **Selection Support**

Deployed experienced, high-performing associates into critical operational roles. This minimized risk during seasonal spikes and allowed the manufacturer to maintain consistent service levels.



### **Pay-for-Performance Model**

Introduced incentive-driven compensation structures that encouraged productivity gains while improving associate engagement and morale. This model improved cases-per-hour performance compared to traditional temporary staffing.



#### **Year-Round Workforce Access**

Maintained a flexible, skilled labor pool that could be scaled up or down depending on demand cycles. By keeping trained associates available outside of peak season, Capstone eliminated the need for retraining.

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