Eclipse**ADVANTAGE**
SUCCESS STORY

FROM OVERWHELMED TO OPTIMIZED:
A National Retailer's Turnaround Story

THE CHALLENGE

At the height of peak season, a national retailer's distribution center was overwhelmed. Despite partnering with multiple staffing agencies to unload overseas freight, operations fell drastically behind—over 500 containers remained untouched. The agencies had manpower but lacked execution, creating a bottleneck that rippled across the entire retail chain. Stress intensified as employees at every level endured 12- to 14-hour shifts, seven days a week. The relentless workload stretched on for months, leaving the facility in a constant state of crisis.

SOLUTION

In search of a long-term partner who could reliably and safely manage import off-loading, they turned to Eclipse Advantage. Known for its innovative team-based productivity pay (TBP) model, Eclipse Advantage offered a compelling alternative to the traditional hourly system that had previously failed at the distribution center.

Unlike hourly pay, TBP rewards the entire team equally based on output, such as containers unloaded or cases packed. This performance-based model drives efficiency, encourages collaboration, and improves retention. Exhausted by outdated approaches, the DC was ready for something different, and Eclipse Advantage delivered.

THE IMPACT

PEAK PERFORMANCE

One year later, peak season looked entirely different. The highest on-yard container count was down by an impressive 70%. In just the first eight months, Eclipse Advantage had unloaded over 12 million cases, 1.4 million more than the previous year during the same period. It was a dramatic turnaround and a major win for the entire operation.

REAL-TIME RESPONSIVENESS

With volume fluctuating throughout the year, the DC needed a staffing partner that could adapt quickly. By combining data tracking with proactive, on-site management, Eclipse Advantage was able to forecast labor needs and scale in real time, ensuring the right staffing levels exactly when needed.

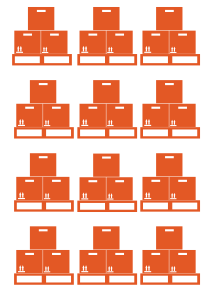## CLEAR, PROACTIVE COMMUNICATION

Eclipse Advantage's managed team approach brought a level of communication the DC had never experienced. Staffing managers stayed closely connected with the client, offering proactive solutions and anticipating needs. With full visibility of team activity, Eclipse Advantage managers could make immediate, informed decisions to keep productivity on track and avoid costly delays.

BEFORE   **AFTER**

1.4 Million more than first year

10.6
Million Cases

12
Million Cases

70%
DROP IN
CONGESTION

+1.4
MILLION
MORE CASES
MOVED

A MAJOR
WIN FOR
THE ENTIRE
OPERATION

"Because our staffing managers are at the facility, they have an insider's understanding of the client's needs as they arise, and they know how to fill those needs appropriately",

— *Dale MacAllister*
VP of Operations
Eclipse Advantage

Let's discuss how we can provide valuable support to your team.
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EclipseADVANTAGE
Our People | Your Productivity