

**From Tier 3 to Tier 1: How 44 Dedicated FTEs
Delivered 100% SLA Compliance Across
VMS Staffing and Full-Cycle Light
Industrial Recruitment**

PARTNER PROFILE

A global staffing powerhouse and subsidiary of one of the world's largest recruitment groups, that is serving Fortune 500 enterprises, mid-market companies, and government agencies across North America with end-to-end light industrial workforce solutions.

BUSINESS OVERVIEW

Sector: Light Industrial

Location: US

Employee Size: 1,001 – 5,000

PROBLEM STATEMENT

- Difficulty meeting SLAs across high-volume, time-sensitive requisitions
- Recruitment workflow bottlenecks were causing placement delays
- Resource strain managing job requisitions within operational budget
- Complex onboarding, background checks, and compliance management across multiple VMS platforms

Engagement Period: 14 Years
Services Delivered: Full Cycle Recruitment, VMS Admin Coordination
Roles Filled: Handlers, Equipment Operators, Maintenance Technician, Compliance Inspectors, Support Staff, Professional Consultant, Specialists, and General Labor, Janitorial & Site Associate

SOLUTION DELIVERED

- Deployed specialized recruiters trained for light industrial hiring demands
- Streamlined VMS-related tasks – submissions, onboarding, and compliance – under a unified workflow
- Established a dedicated out-of-hours team to cover critical recruitment activities beyond standard business hours
- Delivered client-specific training for seamless process integration and compliance management

IMPACT

100%

SLA compliance &
client coverage

Tier 1

Service ranking – up
from Tier 3

44

Dedicated FTEs
deployed

Ready to scale your workforce?

Partner with us for reliable end to end recruitment solutions.

Get In Touch