



Energy manufacturing giant seeks BPO solution to transform logistics team, supporting \$3 billion in annual revenue for 3+ years.



Challenge: existing staffing partnership ends, leading to employee uncertainty.

The company, an energy equipment manufacturing and services giant, was looking to fully exit its partnership with a vendor that was providing many services throughout the organization—including staffing for the company’s wind project logistics group. The dissolution was based on unsatisfactory work performance. With the news of the staffing partnership ending, employees were fearful about their future employment status. Additionally, throughout the previous years of the staffing partnership, employees had felt frustrated at the lack of performance raise opportunities and widespread salary under-compensation issues.

Solution: expert BPO solution brings in 30 employees and 200 years of tenure.

As a partner to the company for eight years across other sectors, Kelly® was ready to step in as a familiar name and provide an expert business process outsourcing (BPO) solution to the wind project logistics group. We provided a smooth onboarding process for the original employees to transition over to our team, offered significant pay raises to recalibrate their salary discrepancies, introduced flexible work opportunities, and supplied 30 new, highly skilled employees to the group. This partnership allowed us to bring more than 200 years of tenure to the team, specific to their field of work—which was vital to the company, as the group requires strong, experienced team leads to manage complex super loads in logistics.

Result: highly skilled team fulfills projects worth \$3 billion in revenue for 3+ years.

During the busiest season of the company’s year, our BPO solution was implemented and highly functional in less than two months. Our partnership allowed for seamless business continuity, and the company has been extremely pleased with both our high retention rate and low turnover rate of employees. The company has also been satisfied with our accurate and timely invoicing, and our quick processing of the end-to-end logistics scope. This highly skilled team has fulfilled wind projects worth \$3 billion in annual revenue throughout each of the past three years, along with managing \$400 million in logistics spend on sourcing and scheduling. Additionally, 2,000 wind turbines are delivered across the country each year due to this team’s efforts—which go on to produce enough clean energy to power 2 million homes annually.

Need a staffing partner with a global reach and a full portfolio of outsourcing solutions? Contact Kelly or visit kellyservices.us to learn how we can help your business grow and thrive.

Company/Industry

A multibillion-dollar energy equipment manufacturing and services company.

Challenge

The company ended its long-term partnership with a vendor that had been providing contingent talent, leading to uncertainty among employees in a critical logistics group.

Solution

Kelly provided an expert BPO solution: quickly transitioning existing employees to our team, smoothly onboarding 30 new employees, and supplying 200 years of tenure in their field.

Result

Solution was fully functional within two months; highly successful team manages \$400 million in logistics spend and fulfills projects worth \$3 billion in annual revenue.