

CASE STUDY

Freight Brokerage Company Uses Lean Staffing to Boost Track & Trace by 10%, Increase Calls to Truckers by 25%, and Meet Days-to-Pay SLAs

Freight brokerage company relies on Colombian-based service providers to support growth

CHALLENGE:

MAINTAIN SLAs DURING RAPID GROWTH

A large freight brokerage company was growing fast, but it needed help in two main areas:

1

Meeting service-level agreements (SLAs) in track and trace as well as days to pay.

2

Finding qualified candidates to fulfill those SLAs.

Experienced employees were hard to come by in the U.S., but not because of a labor shortage, according to a senior leader within the company.

Night and weekend shifts usually attract high school students or part-time employees, who see the work as a stepping stone. Therefore, attrition rates were high.



“A freight brokerage ultimately sells trust. Trust means the shipper can go home at night knowing that their freight was either picked up or delivered on time. It also means truckers know that they’ll get paid on time. Our SLAs were critical to maintaining that trust.”

Senior Leader, Freight Brokerage Company

CHALLENGE

SOLUTION: REMOTE TEAM FILLS IN THE GAPS FOR TRACK & TRACE, INVOICING

In 2020, the company hired Lean Staffing, a division of Lean Solutions Group headquartered in Coral Springs, FL. Lean Staffing also has satellite offices in Colombia.

Working remotely from Colombia, about 30 Lean Staffing service providers help the company with the following tasks:

- ✓ **24/7 Track and Trace:** Initially, Lean Staffing service providers covered night and weekend shifts. Some have since moved to day shifts, and now many work on high-touch, high-profile accounts.
- ✓ **Back-Office Operations:** Lean Staffing service providers process invoices from shippers and carriers.

The company immediately noticed the impact the service providers had on the organization, specifically the number of calls they made and emails they answered.

With the location of shipments verified overnight, the senior leader was able to hit the ground running first thing in the morning.

The Lean Staffing team offered another benefit as well:

Bilingual professionals. The Lean Staffing service providers were able to talk to Spanish-speaking truckers in their native language, so nothing got lost in translation.

“Lean has been a big, big play in terms of our back-office operations and track and trace. They are receptive to our issues, and they have a ton of experience and insight. This allows us to meet our growth targets.”

Senior Leader, Freight Brokerage Company



SOLUTION

RESULTS: IMPROVED TRACK AND TRACE, SLAs FULFILLED, ZERO TURNOVER

Lean Staffing service providers have made a dramatic difference at the freight brokerage company. Since the company hired Lean Staffing in 2020, the freight brokerage division has experienced the following results:

- Track and trace increased by 10%
- Number of calls to carriers increased by 25%
- Days-to-pay SLA fulfilled within 30 days
- Zero turnover

While the senior leader has had to adjust some people's schedules and positions, not one service provider in the Colombian office has left the team, ensuring business continuity. And as the company continues to grow, it is continually adding more Lean Staffing service providers.

For the company, the main benefits of working with Lean Staffing are:



Experience: Every Lean Staffing service provider has the industry training and transportation knowledge to get the job done.



Drive to win: The entire Lean Staffing team, from service providers to management, stays focused on KPIs to drive results.

"Lean has delivered on everything we've asked for, and their service is world class. It would take me a lot of money, manpower, and training to get the same results in the same time period in the United States. We're huge fans of Lean."

Senior Leader, Freight Brokerage Company





LeanGroup.com