

# India's Top Logistics Company to Grow Associate Count to 6K with TeamLease



## BACKGROUND



Client is a pan India Courier & Logistics company.



It is top five national Logistics company in India.



Company offers domestic and international Courier services.

## ISSUES

- ✓ Client was facing challenges in managing the employees as they scaled & grew.
- ✓ Client wanted staffing partner who understands the laws of land across many states in the country.
- ✓ No standardised process was followed by the previous vendor.
- ✓ No defined escalation mechanism for associates for any query.
- ✓ Tech Solution was not provided by the previous vendor.

## SOLUTION



E-onboarding on TL Connect App ensured quick onboarding and related compliances with necessary document collection.



Collaboration between TL regional operations team and Client POC to streamline the associate payroll.



Provided client TL Connet portal for visibility and centralised management of large associate base.



Chatbot assistance was provided for immediate associate queries.

## OUTCOME



TeamLease became the client's exclusive staffing partner.



Handling 1,300 associates with the potential to handle 6,000 within a year.



Transitioned 300+ associates month on month.



100% adherence to regional compliances.