

# Multinational 3PL reduces absenteeism by 39% with TeamSense



**90+**  
Distribution  
Centers

**5k+**  
Employees  
in North America

## COMPANY

The third party logistics (3PL) company is a multinational provider of supply chain solutions, including distribution, fulfillment, transportation, and material handling.

With over 90 distribution centers and over 5,000 employees across North America, the company is one of the largest 3PLs in the United States.



## CHALLENGE

With over 300 employees staffed at one of the 3PL's warehouse facilities, unplanned absences were a regular occurrence.

Internal reporting showed that for most of the month, the facility failed to hit their absenteeism goals. It was also evident to the HR team that the existing absence management process was costing the company thousands of dollars.

Because unplanned absences were so prevalent, the site had to be **overstaffed by three employees** each day. Even if the facility had no absences that day, supervisors would still be required to pay the additional staff for the unnecessary shifts.

Before TeamSense, the 3PL failed to hit their absenteeism goals most of the month.

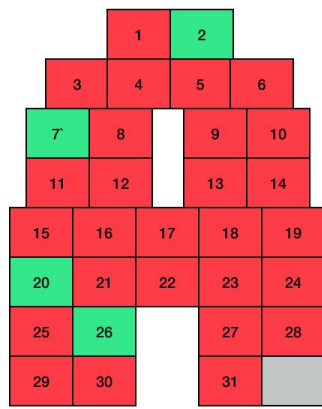
The process to call off was also **manual and lacked transparency**. To call off, employees would call and leave a voicemail that both HR and supervisors had to check on a regular basis.

Because there was no confirmation loop back to employees, they were often kept in the dark about how their absences translated into [attendance points](#) and termination status, making it **difficult to enforce attendance policies and drive accountability**.

To address these challenges, one HR team lead began to seek solutions to improve the process and proactively manage absenteeism.

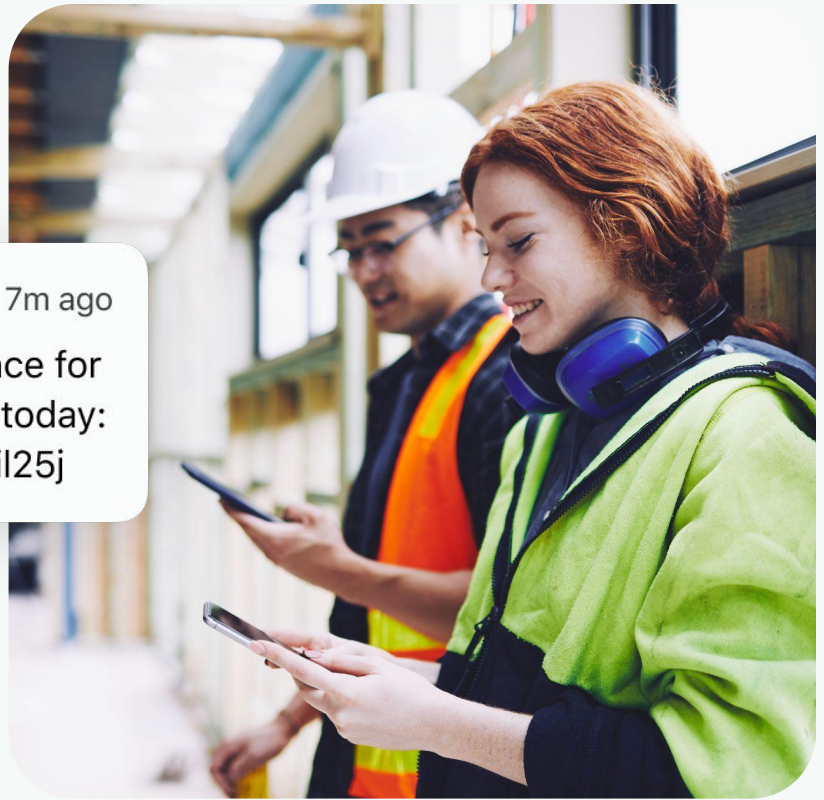


**Employees were kept in the dark about how their absences translated into attendance points and termination status, making it difficult to enforce attendance policies and drive accountability.**



### ABSENTEEISM

— Above goal — Below goal



**TeamSense**

7m ago

There's a new unscheduled absence for Ariella Rojas (Sick Leave) starting today:  
<https://app.teamsense.com/m/t9fil25j>

## Discovering and implementing TeamSense

The HR team lead at the 3PL discovered TeamSense while researching call out solutions on Google. The team lead knew that warehouse employees would appreciate TeamSense's **text-based communication** channel because it was familiar and wouldn't require any training to use. TeamSense was then rolled out to the 3PL's 300-person facility in less than 24 hours.



**TeamSense was then rolled out to the 3PL's 300-person facility in less than 24 hours.**

## SOLUTION

# Using TeamSense to drive efficiency and accountability

The 3PL used TeamSense's **automated call-off** workflow to improve their manual process and **proactive communications** to increase transparency and encourage behavioral changes around absenteeism.

## Automated call-off logging and real-time supervisor alerts

With TeamSense, warehouse employees sent a text message to call off instead of leaving a lengthy voicemail. By allowing employees to select the reason for their absence, HR did not have to interpret voicemails, avoiding misunderstandings. Supervisors were also notified in real-time, giving them a timely heads up. The entire workflow was automated in TeamSense and took seconds.

**Ariella Rojas** Sick Leave

Requested Dec 31 at 2:32:10 PM  
Delivered Dec 31 at 2:32:12 PM  
Completed Dec 31 at 2:33:47 PM

01/01 - 01/02

Synced to Time & Attendance

1. Is this an Absence for Today, or are you requesting approval for a future absence?

**Absence for today**

2. What is the reason for your absence?

**Sick**

3. Do you want to use a paid sick day or an attendance point for this Absence?

**Paid Sick Day**

Create New Message

Send to Individuals

Ariella Rojas

SUBJECT\*  
Attendance

MESSAGE\*  
4 points will be issued for today's no call no show. Your total points will be at 9.5. You are half a point away from termination.

Preview 1 translation

Schedule message for later

Send to 1 Person

## Proactive communications

Once the automated call-off workflow was implemented, the team at the 3PL set up proactive communications with TeamSense Communicate to increase transparency and promote employee accountability around absenteeism. With these messages, HR managers were able to remind employees how many attendance points they would accrue for their absence that day, and even send a warning if they approached termination.



## RESULTS

# 3PL reduces absenteeism by 39% and saves on staffing costs

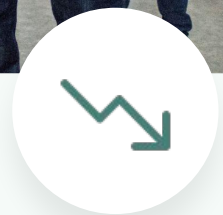
As a result of implementing TeamSense, the 3PL not only streamlined and automated the call-off process, increasing efficiency for HR team members, but also saw a significant improvement in absenteeism rates. Prior to implementation, unplanned absences accounted for 64.1 hours for a given month at the beginning of the year.

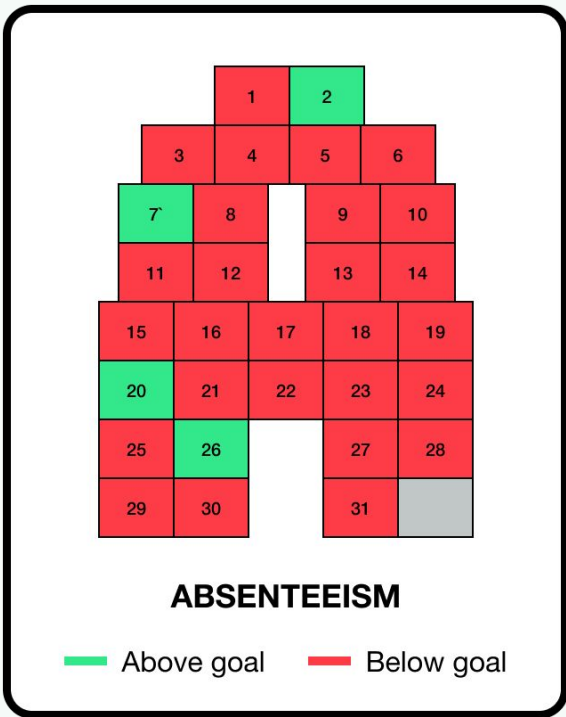
With TeamSense, that number dropped to 39.4 hours, effectively **reducing absenteeism by 39%**.



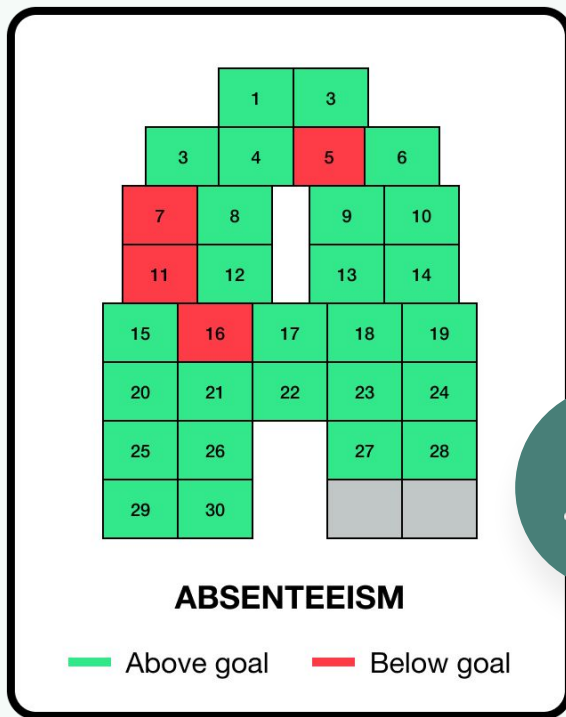
**With TeamSense, unplanned absences dropped from 64.1 to 39.4 hours per month — a 39% reduction.**

HR teams appreciated the ability to enforce attendance policies with the help of accurate call-off data, and employees had better visibility on tracking their own attendance points. The process change allowed for a shift in behavior regarding how employees engage with the company's attendance policies, ultimately driving more accountability. HR has also noticed improvement from an attrition standpoint as fewer employees had to be terminated due to accruing too many absences.





BEFORE TEAMSENSE



AFTER TEAMSENSE



**RESULTS**

With reduced absentee rates, the facility no longer needed to staff the warehouse with three additional personnel each day, saving them thousands of dollars in shift payouts each month.

The HR team at the 3PL is thrilled with the early success and is looking forward to exploring new capabilities, like integrations with their time and attendance system, and rolling TeamSense out on a larger scale to more of their warehouses.



Interested in learning how TeamSense can help your business?

Visit [teamsense.com](https://teamsense.com) or email [contact@teamsense.com](mailto:contact@teamsense.com)