



# Retail Workforce Expansion

A global retail and e-commerce leader scaled seasonal hiring while maintaining quality and cost control—supporting store operations, logistics, and digital transformation with both IT and non-IT staffing.

**500+**  
Retail + IT roles filled

**38%**  
Faster time-to-fill

**93%**  
Contract-to-hire retention

**22%**  
Lower cost-per-hire



## CHALLENGES

- ✓ Seasonal surges required rapid deployment of warehouse and store associates.
- ☐ Shortage of skilled IT talent for e-commerce and supply chain systems.
- ⌚ Need for a partner with national reach and 24/7 recruiting coverage.
- 🔍 Pressure to meet diversity hiring goals and vendor compliance standards.

## AT A GLANCE Global Retail & E-Commerce

A global retail and e-commerce leader needed to expand its workforce during seasonal peaks while maintaining quality and cost control—seeking a flexible staffing partner with national reach and 24/7 recruiting coverage.

**INDUSTRY** Retail & E-Commerce

**WORKSTREAMS** Stores • Logistics • IT

**PRIORITY** Scale • Quality • Cost

## SOLUTION

- 👤 Launched a rapid hiring campaign for warehouse, merchandising, and support roles.
- ☐ Provided IT staffing for e-commerce, ERP, and data analytics initiatives.
- 🌐 Leveraged offshore sourcing teams for around-the-clock candidate screening.
- ✓ Used data-driven insights to forecast hiring needs and reduce turnover.

## KEY METRICS 6-month window

**500+** Retail + IT roles filled

**38%** Faster time-to-fill

**22%** Reduction in cost-per-hire

**93%** Contract-to-hire retention

## BENEFITS

- 1 Seasonal scale without quality tradeoffs**  
Rapid deployment across stores and warehouses kept pace with peak demand.
- 2 One program for IT + frontline hiring**  
Aligned staffing across operations, logistics, and digital transformation initiatives.
- 3 Cost efficiency with stronger governance**  
Reduced cost-per-hire while supporting diversity goals and compliance expectations.

**HTG Inc. (with Conflux Systems)**  
Workforce & IT Delivery • htginc.com

## CAPABILITIES DELIVERED

**Store + Warehouse Hiring**  
Associates • Merchandising • Support

**Retail IT Staffing**  
E-commerce • ERP • Analytics

**24/7 Recruiting Coverage**  
Offshore screening • Continuous sourcing

## CLIENT TESTIMONIAL

“Conflux Systems consistently delivers quality talent at speed. Their ability to scale with our seasonal peaks while maintaining cost efficiency is unmatched.”

— Senior HR Manager, Global Retail Company