

The challenge /

Quick change in contract requirements.

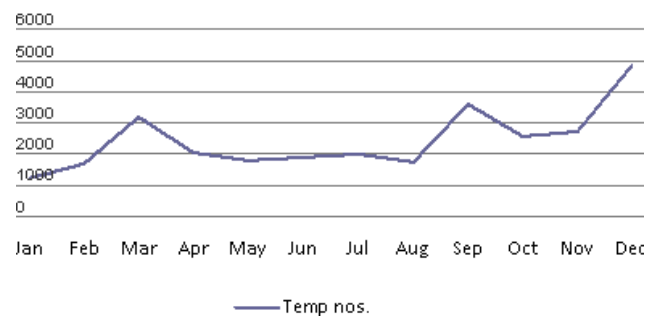
A key retailer and wholesaler went into administration. This affected Templine’s client, a music, video and games retailer, as the company’s subsidiary business was their main supplier of goods to other stores.

The client approached **Templine** and asked if, in terms of headcount, this extra volume could be handled if brought in house. The retailer would apply strict KPI penalties if the client accepted the work and did not meet the targets. Templine were made aware of this, ensuring a sensible response.

Templine agreed to handle the extra volume on behalf of the client. The client accepted the contract with the retailer, based on Templine’s work and assurances.

Templine engaged the National Implementation Team to support the on-site Templine management in a recruitment drive – and induction process on a 7-day deadline. 150 extra staff were assessed and referenced, although ultimately not all were needed. No second tier suppliers were engaged or required.

Current status	On site – lead supplier
Size	655,000 sq ft
Product range	General merchandise
Output (cases per week)	3 Million
Pick method	Voice – RF
Peak temp numbers (per day)	250



The result /

All additional volume was handled (see graph) and, as a result, the retailer awarded the music, video and games contract to the client for the next 12 months. **Templine** secured their position as sole supplier on site for another 12 months.