



## Reiss Case Study

Find out how Reiss was able to reach a **95% shift fulfillment rate** and **97% repeat worker rate** with Indeed Flex.

### The background

Reiss is a global luxury retail brand with over 70 stores across the UK. With this many stores to manage and an industry-leading reputation to uphold, having **the right temporary staffing platform** is vital to the success of their company goals.

*“Reiss is really fast-paced and we want the retail operations to look seamless to customers. We wanted workers that could provide elevated customer service, even at short notice.*

*Historically, if we weren't able to support our retail teams, if they didn't come to us soon enough pre-peak, then the stores would be left pretty exposed for peak. This drove our initial move to use Indeed Flex. We now also use Indeed Flex to cover sickness or if there's a gap in getting a new sales associate.*

*Since implementation, our Account Manager has done a lot of coaching with our Store Managers. Our Managers have so many new systems and processes to learn plus their full-time job so it's been great to have that hand-on support.”*

*– Emma-Jane Walsh, Global Talent Partner for Retail*

## The challenges

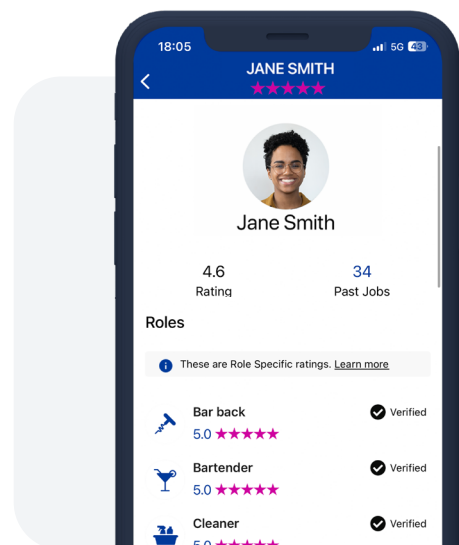
- Ramping up the stores during peak period
- Last-minute worker absences
- Accessing workers that meet the standards of their internal team
- Needing transparency over fees and terms

## The solution

### Speed of access to workers

Each Staffing Manager at Reiss is onboarded and given instant access to a local marketplace of verified, high-quality, committed Flexers. The team can browse dedicated worker profiles to find the right worker to support their team, even when it is last minute.

*“Store managers find the mobile app really useful because they are always on the go. When they find out about a sickness, they might not actually be working that day so it’s really important for them to be able to access the platform from wherever they are – to solve things at the last minute”*



### Consistency of choice over the right workers

Reiss is able to choose the workers that they have been impressed with and build a pool of preferred repeat workers. Rating the workers also helps them to drive worker loyalty. Whether they are planning ahead for peak season or have a last-minute staff absence, their jobs are offered first to workers they know they can rely on.

*“When people work for us, they tend to stick with us. Hiring managers communicate and carry out reference checks so the workers are also able to be swapped between sites; that’s really great for consistency.”*

### **Worker quality in peak season**

During our onboarding process, all Flexers go through 1-to-1 interviews before being verified on the platform. Reiss can use the platform to find Flexers who are best suited for their stores and with the right skills needed.

*“Supporting us logistically in those peak times has been really important and it’s kept some stores going when maybe they were without a manager or owing to sickness - it’s been really useful. There is one Flexer we converted to join the internal team, who is now looking at a Supervisor role.”*

### **The results\***

- **95% Shift fulfilment rate**
- **97% Repeat worker rate**
- **4.7/5 Average Flexer rating**
- **100+ Workers in preferred worker pool**



*“Indeed Flex is transparent, easy to use, and we’ve had good feedback on the candidates - great consistency and reliability”*

\*Data accurate at the time of extraction