



How Takt Powered nGROUP's Best Peak Season Ever

Built to empower every member of the team, from operator to executive.



Overview

nGROUP supports North America's largest retail, manufacturing, and distribution teams, helping them optimize supply chain cost & performance. Typically, peak season presents the most significant challenge: meeting customer demand while maintaining operational efficiency. In 2021, COVID compounded this challenge by significantly increasing customer purchasing, while simultaneously reducing the labor force to the lowest participation rate in recent history.

To optimize a global network spanning numerous facilities, supporting clients including Macy's and CarParts.com, nGROUP needed the ability to keep a finger on the pulse of their team's performance, quickly identify opportunities for improvement, and provide their teams with the insights necessary to take immediate action.



"With Takt, we improved our labor effectiveness by **15-20% during peak season** despite doing 30% more volume compared to the previous year.

The data and insights are exactly what we need to take action and improve our shift efficiencies. Takt is helping us make better decisions about how we plan our shifts, manage our teams, and ultimately put our employees in positions to grow."

—
Bob Duron
nGROUP President & COO

Key Features



Real-time Performance Tracking & Alerting



Employee Engagement & Coaching



Freight Mix & Productivity Driver Analysis

How Takt Powered nGROUP's Best Peak Season Ever (cont'd)

To ensure they can support their customers during challenging times, nGROUP needs to stay in control of their operation and take action at a moment's notice. Takt's operations platform provides logistics teams with unparalleled insight into what's happening in real time, tools to engage and empower operators, and the ability to identify and eliminate waste within a facility.

Our Approach



Create unparalleled insight into the operation

Takt delivers real-time visibility into every facility transaction, including interactive dashboards for facility, shift, and individual performance. Operational leaders are able to easily track critical metrics including Qty, UPH, Direct & Indirect Hours, and non productive time.



Engage employees with coaching and incentives

Takt's Employee Engagement features allow supervisors and team leads to understand employee proficiencies, preferences, and progress. With Takt, nGROUP was able to identify and incentivizing high performers, allowing them to focus support, praise, rewards, and growth opportunities.



Review freight mix and driving factors of waste

Takt enables nGROUP to review and forecast work content to better plan shifts and staffing. Takt also provides operations teams with visibility into the factors that contribute to waste, including Time Off Task, and Downtime.

Results

\$2.5M

IN LABOR SAVINGS

20%

AVERAGE INCREASE IN UPH

112%

DELIVERED PERCENTAGE OF TARGET VOLUME

Start Taking Action Today!

[Contact Us](#)

Phone: +1 (571) 390-3113

Email: sales@takt.io

Web: www.takt.io

