

# Shamrock Foods Company Unlocks Workforce Flexibility with Shiftboard's Employee Scheduling Solution

## Challenge

Shamrock Foods Company was looking for an adaptable workforce scheduling solution that could work company-wide to provide department-specific schedule flexibilities for their drivers, warehouses, and manufacturing facilities. Improving the employee experience at Shamrock was a high priority for leadership. So, in addition to optimizing their workforce schedules, Shamrock wanted to provide employees with more flexibility to accommodate unexpected life events, such as illness, school closures, or transportation issues. They needed a solution that could not only automate employee scheduling but also take into consideration worker preferences, seniority rules, job rotation, and other criteria when adding workers to the schedule.

## Solution

Corey Gilchrist, VP of Total Rewards and HRIS, knew that change doesn't always have to be implemented all at once and worked with Shiftboard to kick off a pilot at one of their facilities. The pilot demonstrated the functionality to create and distribute schedules two weeks in advance, and then allow workers to trade shifts once the schedule was live. Shiftboard's additional ability to integrate with HRIS (UTA), its mobile app capabilities for worker communications, and its ability to provide workforce flexibility aligned perfectly with Shamrock Food Company's goals of increasing workforce flexibility and improving employee job satisfaction.

## About Shamrock Foods

Shamrock Foods Company specializes in the manufacturing and distribution of quality food and food-related products serving customers coast to coast through a family of companies including Shamrock Foods – one of the top 10 food service distributors, and Shamrock Farms – one of the largest milk companies in the country. Founded 100 years ago, Shamrock Foods Company is still family-owned and remains committed to The Shamrock Way: treating associates as family and customers and suppliers as friends.

For more information, visit [shamrockfoods.com](https://shamrockfoods.com).



**“The more accommodating and predictive we can be about who's going to be there on a given day, the better off our manufacturing and warehouse operations will be.”**

Corey Gilchrist, VP of Total Rewards and HRIS

## A Comprehensive Flexibility Solution

Shamrock Foods Company recently identified a central challenge: to define and provide flexibility for the organization and for their workers. “Flexibility looks different for different departments, different plants, and different cities. Understanding how my teams perceive flexibility is key, because if their definition of flexibility is very different than mine as management, I’m going to create programs that don’t accommodate them. So, being able to align these definitions is great,” added Gilchrist. Shiftboard became their comprehensive solution that could be adapted to meet the varying needs of the organization, allowing different flexibilities for their drivers, warehouses, and manufacturing facilities.

## Unlocking the Advantage of Shift Trading

One way that Shiftboard provides a competitive advantage to Shamrock Foods Company is through its “shift trade” capability. This self-serve tool enables a digital “trade board” where Shamrock employees can post their shifts for trade and essentially find coverage with limited manager involvement. Shift trade automatically follows all established scheduling rules and additionally filters for double-booking, employee qualifications and credentials, overtime status, and more. This digital enablement provides a streamlined process for bringing flexible scheduling to Shamrock’s facilities, resulting in higher employee attendance and increased job satisfaction.

## Results

The pilot’s effectiveness provided leadership with tangible evidence that digitalization allows for the visibility needed to optimize workforce operations while also prioritizing employee preferences and expectations. They found a win-win balance, attaining flexibility and efficiency at the same time.

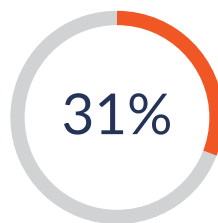
The successful pilot helped Corey’s team win buy-in from leadership and created a viable roadmap for implementation across additional teams. A small trial resulted in the expansion of the initiative to Shamrock’s two largest warehouses.

For more information, please visit [shiftboard.com](https://shiftboard.com).

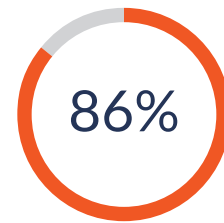
## Shiftboard’s Impact



lower turnover



fewer callouts



increase in  
employee satisfaction

Shiftboard Customer ROI Survey