

Costly Challenges Reduced

The Challenge

The Health and Wellness Department at a Fortune 500 client was tasked with promoting employee wellness through events and presentations—but costly issues were undermining their efforts. Event materials often arrived late or damaged, causing delays, frustration, and rising costs. High-value items were frequently returned late—or not at all. Meanwhile, administrative staff spent too much time tracking inventory and shipments—time that pulled them away from more strategic responsibilities. These challenges made events less effective and more expensive than they needed to be.



Solution

The Service Center stepped in to manage every aspect of the client's event fulfillment process, from storage and order processing to returns and quality control. We also provided customized solutions and real-time online reporting tools, giving the client's administrative team visibility into inventory levels and shipment status—without the manual lift.



Outcome

With TSC managing the logistics, on-time delivery rates jumped to 99%—a 32% improvement. High-value materials were better maintained and reused, helping the department stay on budget. Freed from time-consuming logistics tasks, the client's staff could focus on their core work. As a result, events became more polished, efficient, and impactful—welcoming an average of 4,000 attendees per session.

By stepping in as a trusted fulfillment partner, The Service Center helped this Fortune 500 company overcome costly operational hurdles and deliver smoother, more successful events. We're proud to provide the kind of dependable support that empowers our clients to focus on what they do best.