



GDI USES HYER TO MEET SHARP INCREASE IN CLIENT DEMAND



COMPANY

GDI Integrated Facility Services

INDUSTRY

Facility Maintenance

CONTACT

www.gdi.com

Since 1926, GDI has provided leading commercial facility services throughout Canada and the United States. With more than 20,000 employees serving owners and managers of a variety of facility types—their capabilities include commercial janitorial, installation and maintenance as well as other complementary services.



THE CHALLENGE

During COVID-19, requests for facility cleaning services offered by GDI hit a high. Their Regional Operations Manager, said the strain placed on their team during the pandemic came with a lot of added stress.

“We strive to always give our customers what they need, when they need it. However, at the height of the pandemic, we lost money because we didn’t have the manpower to meet demand.”

Already struggling with high turnover rates, GDI looked to traditional staffing agencies in an effort to support the cleaning and facility needs of local school districts. But it wasn’t easy. Because schools were also responding minute-by-minute to pressures from the pandemic, they weren’t able to supply a solid schedule.

Leaning on outside staffing agencies came to a halt as they too were experiencing similar staffing shortages.

That’s when they turned to Hyer.

THE SOLUTION

Using the Hyer app to flex their staffing up and down to meet school district needs, GDI was able to source and secure on-demand labor in real-time, without the added stress.

Not only did Hyer help ease the burden on GDI crew members, but they also had a simple labor solution in place that they could turn to on a daily basis as new needs arise.



THE BENEFITS

At GDI, being able to serve their customers when and where they need, is a top priority. Before Hyer, meeting increased demand at area elementary and middle schools was extremely difficult.

"It took everything out of us to try and find workers to meet the ups and downs and fill gaps," he said.

In recent months, Hyer has enabled GDI to respond to customer needs—helping them deliver on their client-first philosophy and commitment to satisfaction.

Using Hyer as a resource to staff up and provide resources to existing clients, they are also using Hyer and its pool of Taskers to explore new markets—and new revenue streams. Something that's hard to do with traditional staffing agencies.

"Hyer has really helped us, he said. I finally have freedom—I'm not being held hostage to people calling in to work. The best part—Hyer is lightning fast. In fact, I had a worker leave on Friday and I didn't stress out. Instead, I posted tasks on Hyer and had someone to fill the gap within a day."

"You can't call a temp agency and get help the next day. But with Hyer—you can."

- GDI Regional Operations Manager

Gartner's analysis of the gig economy shows that organizations will continue to expand their use of contingent workers to maintain more flexibility in workforce management post-COVID-19. "Their recent research highlights that 32% of organizations are replacing full-time employees with contingent workers as a cost-saving measure—and as a way to remain more agile in today's ever changing economy."

- Dave Dempsey, Founder and CEO of Hyer