

## Stabilizing operations and advancing automation for a Denver distribution center



When a Denver distribution center introduced a new automated tote system, internal workforce turnover created operational gaps that quickly began affecting daily workflows. To stabilize operations and expedite the rollout of the automated system, the organization partnered with ABM to provide rapid workforce support and operational oversight.

### **CHALLENGE**

As a new automated tote system was being implemented, high internal turnover left the client short-staffed during a critical transition period. The facility required large-scale tote assembly and barcode labeling to support automated production processes, while routine tasks such as pallet sorting, pallet storage, and tote cleaning continued to fall behind.

The facility struggled to keep pace with production demands. Missed tasks and operational delays placed additional pressure on remaining employees, leading to significant overtime and growing concerns about sustaining the new automated workflow.



## SOLUTION

ABM mobilized a dedicated production support team to quickly address the backlog and stabilize operations.

To support and accelerate launch of the automated system, ABM deployed 35 employees to assemble and barcode the facility's new totes. The team completed the project two days ahead of schedule, helping the client recover lost time caused by staffing shortages.

Following the successful implementation, ABM worked with site leadership to develop a broader operational support plan that included:

**Pallet management:** Oversight of pallet sorting and storage to maintain consistent daily throughput

**Tote cleaning and maintenance:** Ongoing cleaning and inventory management to support automated workflows

**Process coordination:** A streamlined system to collect, clean, and redistribute totes without interrupting production operations

**Operational oversight:** Consistent coordination with the Director of Operations and floor supervisors to ensure reliable service delivery

## RESULTS

With the tote system fully implemented and ABM assuming responsibility for pallet management and tote cleaning, the facility regained operational stability while reducing strain on internal staff.

The automated totes are now fully assembled, labeled, and integrated into the production workflow, allowing the automated system to function as designed. At the same time, ABM's ongoing services ensure pallets and totes are consistently managed without disrupting core facility operations.

The client also benefits from a more structured service model with clear communication channels and consistent management oversight.

## Ongoing impact

Today, ABM continues to support the facility through pallet management and tote cleaning services while maintaining regular operational check-ins with site leadership. By providing consistent staffing, standardized processes, and responsive management oversight, ABM helps ensure the client's automated production environment operates efficiently and without disruption.

*"ABM brings a more professional group of employees who are task-oriented. The management team is quick to respond to any issues we have come across."*

*"Over multiple projects we have been very happy with the work being done. The project leadership teams have expressed gratitude for the help."*

— Angelica Chavez  
Director of Operations



ABM helped this facility stabilize operations and successfully integrate a new automated system. Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com/colorado**.