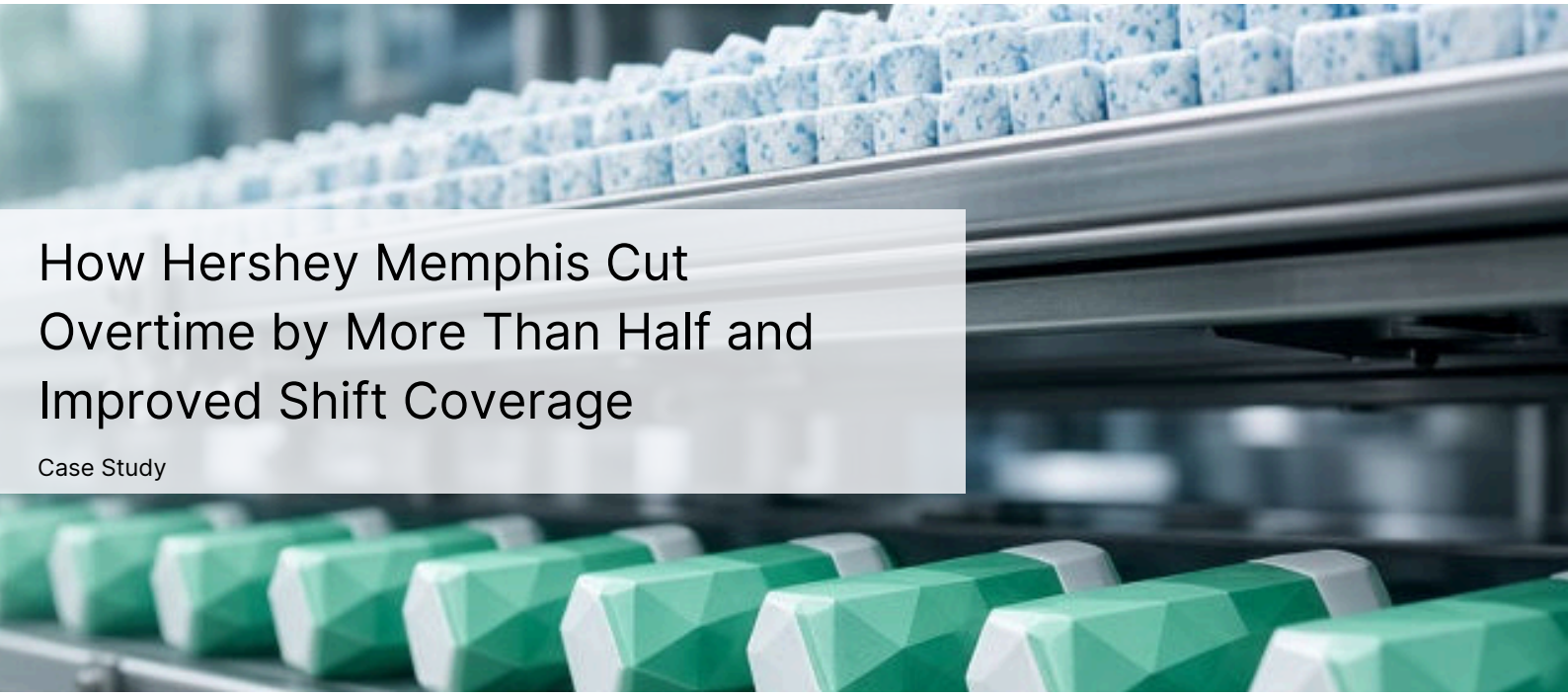
INDEAVOR



How Hershey Memphis Cut Overtime by More Than Half and Improved Shift Coverage

Case Study

THE CHALLENGE

- Filled less than two-thirds of the hours it needed. One in four employee-weeks ran past 40 hours.
- Call-offs arrived three ways: Indeavor Engage, a voicemail box, or a call to a supervisor. If one never hit Indeavor, nobody backfilled the shift.
- Straight-time and overtime did not all live in one place, so leaders could not see where labor dollars went.

HOW INDEAVOR HELPED

Indeavor's automated scheduling system with Indeavor Call streamlines Hershey Memphis's operations:

- Schedules built and changed in one system, usually out three weeks ahead.
- Call-off line automated through Indeavor Call Off , so absences lands where they can be filled.
- Shift pattern rebuilt: a third of shifts ran 12 hours before the
- change. Nearly all are 8 hours now.
- Employees open the schedule from the floor or from home. Production leads see changes as they happen.

THE RESULTS

- Coverage up about 10 points and in the low-to-mid 70s every month since February 2026. Nearly 10% more hours covered with a slightly smaller team.
- Overtime hours cut by more than half. Average week held at about 36 hours. The drop came from spreading the work, not cutting it.
- Weeks of 60+ hours now rare. Longest run of back-to-back days about a third shorter.
- Annual turnover down from about 31% to about 18%. Headcount has leveled off after a year of decline.
- Two to three times as many call-offs now arrive at least two hours before the shift.
- About 15 hours a week back for a labor scheduling team of three. That does not include the overtime drop.

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"Some things are not tracked by a dollar amount: employee visibility (points, balances, past records, etc.), employee accessibility in the plant, as well as at home, and better visibility in real time for our production team members."

Walter Monteith
Training & Labor Scheduling Supervisor
The Hershey Company

Result	Same quarter, year over year
Demand coverage	Up about 10 points
Shortage hours	Down roughly 30%
Overstaffed hours	Cut by more than half
Covered hours per employee	Up about 15%
Overtime hours	Less than half of before
Weeks over 40 hours	1 in 4 to 1 in 12
Weeks of 60+ hours	Now rare
Annual turnover	About 31% to about 18%
Call-offs with 2+ hours notice	Two to three times the share
Labor scheduling time	About 15 hours a week back

Figure from Memphis's Indeavor Data (Oct 2026), comparing the same quarter year over year before and after the change; rounded. Results reflect the new shift pattern and Indeavor working together.