

CASE STUDY

Scaling Pharmacy Talent: A Workforce Solution for Reverification Season



Actalent helped a leading healthcare provider overcome technician shortages and streamline hiring to meet critical patient care demands during peak season.

The Client

The client is a healthcare services leader offering pharmaceutical distribution, medical supplies and health information technology solutions to pharmacies, hospitals, clinics and other healthcare providers.

The Challenge

Meeting aggressive business timelines while expanding service offerings proved increasingly difficult for the client due to a shortage of certified and registered technicians. The client faced mounting pressure to support new business lines while maintaining adequate staffing levels during reverification season — a period of heightened demand requiring swift and reliable workforce scaling. However, the local talent pool was limited, and few candidates were willing to work on site, making it even harder to stay competitive against other large pharmacies in the area.

This staffing resource gap was further exacerbated by the constraints of the client's internal managed service provider (MSP), which

slowed down their hiring process and limited access to qualified talent. Without a timely solution, the organization risked missing deadlines, overburdening existing employees and ultimately falling short in delivering essential care to patients. What they needed was a flexible staffing model that could adapt to fluctuating demand, especially during peak seasons when forecasting headcount was nearly impossible.

With access to a pipeline of skilled professionals, the organization could meet immediate needs while also cultivating a workforce invested in long-term career growth. This approach would allow them to stay agile, meet patient expectations and relieve pressure on their internal teams, all while positioning themselves as a competitive employer in a challenging market.

The Actalent Solution

Actalent partnered closely with the client to develop a streamlined hiring strategy tailored to their long-term staffing goals. By leveraging our extensive network of pharmacy professionals — many of whom were local to the market — we were able to quickly identify candidates who aligned with the client's values and

patient-first mission. Our specialized recruiting team provided market insights and targeted outreach, ensuring that every candidate presented was not only qualified but also positioned for success within the organization.

To accelerate onboarding and meet rising patient demands, Actalent collaborated with the client to refine the hiring process and remove bottlenecks. Our robust Back Office, Onboarding and Payroll teams played a critical role in executing a seamless experience from offer to start date, allowing qualified talent to begin contributing faster. This proactive approach, combined with our experience within the pharmacy space, enabled us to deliver consistent, high-quality talent that supported the client's operational needs and patient care priorities.

The Results

The partnership helped the client boost employee retention, quickly access qualified talent and collaborate with reliable candidates who prioritized patient care. Actalent's local presence helped build strong relationships with both the client and consultants, while streamlined back-office operations and consistent performance feedback allowed the client's managers to focus on team development.

The client appreciated Actalent's transparency into costs and ability to meet deadlines during busy periods. Despite initial delays, Actalent ensured timely onboarding of all new talent. The client also benefited from reduced time spent on screening and interviewing, improved team scalability and the flexibility to evaluate candidates before making full-time commitments.



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