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REDEFINING FRONTLINE OPERATIONS IN THE AGE OF AI

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EXECUTIVE SUMMARY

A New Vision For The Frontline

Frontline industries are under unprecedented pressure. Persistent labor shortages, high turnover, and rapidly shifting worker expectations have created a cycle that is costly and difficult to break.

In retail, for example, annual turnover exceeds 60%, with 43% of new hires leaving within the first 90 days (BLS, 2025).

Across industries like restaurants, healthcare, and logistics, the story is similar. Replacing a single frontline employee often costs between $6,500 and $7,000, or about 40% of annual pay (Catalyst & Accenture, 2024; Tatel & Wigert, 2024).

The Frontline Labor Challenge in Numbers

60%
annual turnover in retail
→ Unsustainable churn

43%
leave within 90 days
→ Onboarding breakdown

$6.5K–$7K
per frontline replacement
→ Rising labor costs

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