



## Case Study: Out of Hours Service

### Key Highlights

Generated an 8 times return on investment

Generated an average revenue of £110,000 each month

**Geography:**  
United Kingdom



**Sector:**  
Healthcare



**Client:**  
An NHS  
framework agency  
for Nursing



#### OOH Timings:

- Working Days: Monday to Sunday and Bank Holidays
- Working Time: 1:30pm to 10:30pm UK Time

#### OOH Responsibility:

- Last minute and bank holiday shift bookings for candidates.
- Managing incoming calls from clients and candidates, providing solutions to any difficult situations.
- Match available roles with the correct candidates.
- Database reactivation tasks.
- Compliance tasks, including document follow-ups, upload and review documents and conducting NMC checks

#### OOH Support and Results:

- Hours Booked: Over 20,000 hours per month were booked with the filling short shifts, providing replacements for last minute shift cancellations and filling available shifts in the future.
- An average of £110,000 in revenue was generated each month.
- We reactivated 3 nurses a day, calling to re-engage with them between 1:30pm and 4:30pm each day. Generating around 8 times return on investment.

#### Disclaimer:

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[info@imspeople.com](mailto:info@imspeople.com) | [www.imspeople.com](http://www.imspeople.com)

#### Head Office:

1/2, Indraprasth Business Park, Near DAV School, Prahladnagar Extension, Makarba, Ahmedabad 380051, Gujarat, India.