



Case Study: Portal/VMS Support

Key Highlights

Each member handles around 700-800 requests per month

Team completed the requests on the same day with accuracy rate of 99.86%

Geography:
United Kingdom



Sector:
Healthcare



Client:
A leading
Healthcare
Recruitment Agency.



Client Challenge:

- All UK hospitals have changed to different portals and VMS technologies over the past few years.
- Typically, hospitals now accept candidate submittals through portals such as TempRe, NHSP, Retinue, Staff Flow etc.
- The client's onshore recruiters found themselves spending too much time in manually calculating rates, uploading full candidates' profiles, selecting shifts and completing other administrative tasks relating to the VMS management system.
- Along with time consumptions issues, productivity was also damaged as well as the inaccuracy in the process generating payment issues too.

Our Solution

- IMS People Possible recommended that the client begin with a team of 6 recruitment resources to support candidate submittal requests through VMS portals.
- This team worked across 12 different portals, handling a high volume of submissions each day.
- IMS People Possible's team successfully managed the daily volumes, ensuring no backlogs were created. This was achieved by splitting the team into different shifts, enabling the team to provide cover up to 12 hours per day.





- All team members were cross trained to work on all portals and run checks on incoming candidate files, increasing the efficiency of the team.
- Incomplete files were rejected, with candidate management teams and suppliers notified.

Results:

- Each team member handled around 700-800 requests each month.
- All requests were completed on the same day with an accuracy level of 99.86%.
- The issue of rate miscalculations has been eradicated entirely.
- Due to the high accuracy rates upkeep, external audits always run smoothly and successfully.
- Timesheets are tracked and payments made in a timely manner.

Disclaimer:

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