



A Year of Recruitment Success – 21,000 Shifts & 1,100 Compliant Professionals



Geography

United Kingdom

Industry

Healthcare

Service

Compliance & Shift Booking

Client Tenure

4 Years

Case Study Period

12 Months

Team Size

06-10 Resources

Client Profile:

A top allied healthcare professionals agency offering tailored recruitment services to locums and permanent job seekers worldwide.

Client Objective:

- Reduce operational costs associated with onshore recruitment processes.
- While navigating first-time offshoring, implement a scalable solution for compliance accuracy and booking efficiency

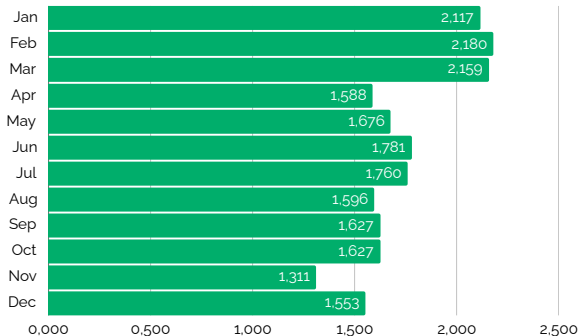
Solution:

- Implemented an optimised operational flow with minimal disruptions, enhanced efficiency and reduced turnaround time.
- Established robust client reporting mechanisms for transparent tracking of performance and progress.
- Maintained strict SLA adherence, ensuring high service quality and quick response times.

Impact:

- Achieved a Net Promoter Score (NPS) of 90%
- Reduced expired documents by 71.9%, bringing the number down from 292 to just 82 in a year.

Shifts Booked in 2024



- For a detailed breakdown, refer to the table on Page 2.*



Performance Data 2024

Month	AHP		Nurses	
	Team Size	Clearances	Team Size	Nursing Clearances
Jan	6	30	4	45
Feb	6	40	4	42
Mar	6	32	4	51
Apr	6	57	4	47
May	5	53	4	40
Jun	4	51	3	68
Jul	3	56	3	80
Aug	3	51	3	50
Sep	3	46	3	38
Oct	3	60	3	47
Nov	4	36	2	43
Dec	4	41	2	52

