



Case Study: Admin Support

Key Highlights

Our team implemented a system which allows an individual to upload 200 CVs per day

Geography:
United Kingdom



Sector:
Healthcare



Client:
Leading
Healthcare
Recruitment Agency



Client Challenges:

- The client was struggling to manage the amount of CV's received daily, with onshore and outsourced team unable to properly review the documents before uploading onto the CRM system.
- The client was experiencing issues with inaccuracy, impacting their audit scores.

Our Solution:

- IMS People Possible deployed a team to review and upload all the documents received from applicants into a central, organised system.
- The team verified all incoming documents, validating the applicants based on compliance regulations and uploading the information into the systems.
- Any document found to be invalid, or missing a signature/ stamp, was brought to the attention of the central compliance team complete with instructions to follow up on the missing information.

Results:

- Following the processes implemented by IMS People Possible team, each individual resource can review and upload 150-200 CVs per day
- The steady and smooth management of workflow allows the onshore/outsourced recruiters to maintain focus on the core sales functions, maintaining high accuracy and helping clear audits smoothly.

Disclaimer:

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