

CASE STUDY

UK'S LEADING INDEPENDENT AND NEUTRAL VENDOR EXPERT

About Client:

Our client is one of the UK's leading Independent and neutral Vendor expert with the management of £1billion in recruitment spend, thanks to our multi-award-winning approach. Credited with being one of the first UK neutral vendors, gained an instant reputation for transforming the complexities, commercial terms and visibility of sourcing and managing large contingent, non-permanent workforces – particularly where organisations had become disadvantageously reliant on recruitment agencies. The client deals in multiple sectors such as Corporate, Healthcare, Education and Public Services and has a presence in the USA.



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Business challenges

- › The client wanted to make their all processes cost-efficient.
- › The client had a challenge providing staff covers during odd hours, bank/national holiday within their area to support their 24*7 operations.

How QX helped

- › Put up a dedicated offshore team of 24 members serving their end clients round the clock delivering 24*7 operational support.
- › Reduced their operational cost (estimated around 50%).
- › Supported their client even on UK bank/national holidays when the onshore team were on leaves.
- › Onboarded project in July 2020 (Peak of Pandemic) where the client was majorly affected by business uncertainties.
- › Client onboarded 7 new clients within 6 months of engagement.
- › We have received numerous appreciations from their end clients for providing excellent customer services during these unprecedented times.
- › The project grew from 16 members team to 24 members team overall within 6 months of implementation (Growth rate = 133%).

Operational Cost
Reduced By

50%

Project Growth Rate

133%

New Clients Onboarded
Within 6 months

7

Operational Support

24*7