

## Healthcare Staffing Agency Scales up with Offshore Recruitment Support



### Client

Healthcare Staffing Specialists With a Global Presence

### Challenges

- ▶ Outdated candidate pool with non-compliant candidates
- ▶ Monthly withdrawal of average 40-50 candidates
- ▶ File cleared ratio limited to 6-8 files per month (per one UK compliance officer)

### Activities

- ▶ Compliance Management of the active pool of 500+ working candidates
- ▶ Initial Compliance support for new candidates within defined turnaround time
- ▶ File Auditing per the standard guidelines set by the client

### Benefits:

- ▶ **People Growth** through 9 offshore FTEs scaling client's service delivery capability with enhanced profitability
- ▶ **Invoice margin improved** because of process efficiency introduced in the new registrations' compliance process
- ▶ **Monthly withdrawals reduced** to 7-8 candidates
- ▶ **File cleared ratio scaled up** to 14-16 files per FTE per month
- ▶ **Reduced turnaround time** to get new candidates compliant
- ▶ **Exponential increase in the number of files compliant** of new registrations
- ▶ Customer Satisfaction Score provided by client: **96%**