

## Service Delivery Capability Scaled with **Recruitment, VMS & Compliance support**



### CLIENT

Specialist MSP Service Provider

### Business challenges

- ▶ Service Delivery Quality
- ▶ Delivery of Compliance Services as MSP (Master Service Provider)
- ▶ Delay in Payments of Healthcare workers
- ▶ Housing Team Process Management
- ▶ Improper KPIs defined

### How QX Helped:

#### Account Coordination

- ▶ Bottlenecks within the process identified and duly addressed
- ▶ Irrelevant reports identified and removed to increase the team bandwidth
- ▶ Agencies' Query raising process over the VMS optimised
- ▶ Weekly feedback provided to client
- ▶ Reporting process on non-healthcare positions streamlined & automated with MIS support
- ▶ 90% jobs in housing filled consistently over the last quarter with zero escalations
- ▶ Team succession plan developed with monthly review setup

## Compliance

- ▶ Sample quality check carried out on a daily basis
- ▶ Process bottlenecks identified and addressed to mitigate the delays and optimise the compliance check and management process
- ▶ Compliance updates provided to team with defined KPIs
- ▶ Compliance audit score maintained at 94%
- ▶ Volume tracking design simplified

## VMS Support

- ▶ Daily Quality check over VMS to identify the root cause of delays in healthcare workers' payments
- ▶ Root cause addressed over time resulting in 100% audit score and zero delay in payments
- ▶ Tracking process optimised through efficient offshore team shift division
- ▶ Reporting process optimised with completion time reduced from 4 hours to 1 hour

## OOH Support

- ▶ Out-of-Hours VMS support during non-working hours, weekends and bank holidays.
- ▶ Activities include: Emergency covers, suppliers' database management, timesheet management, HMRC tasks for health and non-health processes, ad-hoc tasks for health and non-health processes.



## Benefits

**100%**  
Audit score

**No Delay**  
in payments to healthcare workers

**90%**  
jobs fulfilled in Housing with  
zero escalations

**94%**  
average compliance audit score  
maintained

**94.4%**  
average SLA maintained