

MSP Service Provider Scales Service **Delivery Capability** 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