

CASE STUDY

**BUILDING A GLOBAL
SHARED SERVICE CENTRE
FOR A LEADING STAFFING FIRM**



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Client Overview & Objectives:

- › The client is a specialist recruitment service provider with conglomerate presence in the UK, US and East EU geographies
- › **Key Objectives:** To scale service delivery capability and improve profitability through offshore delivery model

QX Solutions:

QX worked closely with the client to implement a robust recruitment process that addressed major challenges. Key steps include:

- ✓ Low-cost offshore delivery model implementation with dedicated recruitment delivery support
- ✓ Offshore recruitment experts trained on the global staffing landscape through QX RPO Academy training programmes
- ✓ Admin support, including compliance, VMS support & database optimisation delivered for lean process improvement
- ✓ Central compliance service provided as a shared service support for over 15 brands of the client
- ✓ Support for back-office functions, including, credit control, end-to-end payroll, AP, AR, & management accounts
- ✓ Process optimisation to facilitate 'Plug & Play' – allowing seamless integration of new brands into the F&A operations

Benefits/Results:



£2.6 million

Annual Savings



220

Offshore staff members today



100%

Candidate Compliance maintained



250+

Successful Placements in 2021



266,000

Timesheets p.a. with **99.92% accuracy**



33%

decrease in DSO