

How a UK Staffing Firm Booked 1000 Shifts Monthly with Out-of-Hours Support

About the Client

Since 2003, the client specialises in recruitment and workforce solutions across the UK, focusing on acute and locum doctors, psychiatry, nursing, and AHP/HSS sectors.



How QX Resolved Client's Key Challenges

| Client's Challenges | QX's Smart Solutions |
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| Loss of profits due to lack of support for bookings and cancellations. | QX introduced an Out-of-Hours team for evening shift (16:00-23:00), weekend, and holiday support. |
| Recruiters were overwhelmed with booking tasks, reducing focus on candidate sourcing. | Continuous booking support allowed recruiters to focus on sourcing. |
| Increased first-line queries added pressure on the onshore team. | The OOH team handled last-minute bookings and queries, easing the onshore load. |
| No evening or weekend support resulted in business losses. | Ensured bookings were covered during evenings and weekends, reducing losses. |
| Team expansion scaled back due to limited database availability. | Team size adjusted to market conditions & resource availability. |

Key Achievements

- ▶ The OOH team booked **350 shifts monthly** in one year, generating **£150K in revenue**.
- ▶ Day Team booked **400 shifts monthly**, earning **£200K in one year**.
- ▶ OOH team's **400% ROI** led to the addition of a Day Bookings Team with 3 new FTEs in January 2023.
- ▶ Both teams now book an average of **1,000 shifts monthly**.