QX
RECRUITMENT
SERVICES

How Automation Saved 600+ Hours For A UK Recruitment Agency

About the Client

A leading healthcare recruitment agency with 20+ years of experience, dedicated to providing top-tier candidates for NHS and private healthcare, ensuring quality patient care.

Business Challenge

The client faced significant challenges with their manual process of handling compliance documents:

▸ **Time-Consuming Workflow:** Compliance documents were received via email and processed manually, requiring significant human effort.

▸ **Error-Prone Processes:** The manual approach led to frequent errors, increasing compliance risks.

▸ **Operational Inefficiencies:** The labor-intensive process caused delays and hampered overall productivity.

Business Objectives

▸ **Automate Compliance Document Processing:** Streamline the workflow by reducing manual intervention.

▸ **Enhance Accuracy:** Eliminate errors in handling critical compliance documents.

▸ **Ensure Timely Processing:** Guarantee that compliance documents are processed quickly to avoid delays.
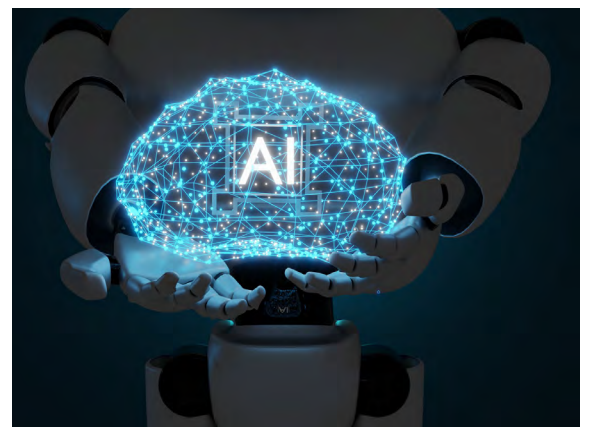
How QX Helped?

QX deployed a customised BOT solution to automate the client's document processing workflow. Key features of the BOT included:

▶ **Email Scanning:** Automatically scanning emails for document attachments.

▶ **Document Downloading:** Extracting and downloading attachments for processing.

▶ **Format Conversion:** Converting documents into standardised PDF formats, regardless of the original file type.

This end-to-end automation ensured seamless compliance document management for the client.

Results

▶ **Efficiency Gains:** The BOT saved the client at least 600 hours annually, freeing up valuable time for other critical tasks.

▶ **Error Reduction:** Automation significantly reduced human errors, minimising compliance risks.

▶ **24/7 Operations:** The tool provided continuous processing capabilities, ensuring compliance documents were handled without delays.

▶ **Cost Savings:** The client is projected to save approximately £23,000 over five years, with an 80% reduction in costs compared to manual processing.