

How QX's Automation Solution Helped a UK Staffing Firm Save 1,700 Hours Yearly

About the Client

The client is a leading UK-based staffing agency specializing in the recruitment of nurses, midwives, and operating department practitioners (ODPs). They offer a wide range of temporary and permanent opportunities across all specialisms in both the NHS and the private healthcare sector.



Business Challenges

The client faced operational issues due to manual handling of high shift volumes.

- ▶ **Manual Workflow:** The entire workflow—from receiving forms to data processing—was handled manually, consuming significant time and effort.
- ▶ **Error-Prone:** Manual handling increased the risk of errors, impacting compliance and operational efficiency
- ▶ **Resource Drain:** Team members had to dedicate substantial time to this task, diverting focus from more strategic priorities.

Business Objectives

- ▶ **Enhance Accuracy:** Eliminate errors caused by manual data entry and cross-referencing.
- ▶ **Improve Scalability:** Build a scalable solution that could handle increased data volume without adding manual workload.
- ▶ **Reduce Costs:** Lower FTE-related expenses by automating time-intensive shift management tasks.
- ▶ **Boost Productivity:** Enable staff to focus on strategic, high-value work.
- ▶ **Enhance Employee Well-being:** Minimize burnout by reducing repetitive, manual tasks.

How QX Helped

QX proposed a **Robotic Process Automation (RPA)** solution to streamline the client's shift management operations. The key components of the solution included:

- ▶ **Automated Data Extraction:** The bot automatically downloads shift data from the web portal.
- ▶ **Cross-Referencing:** It cross-references the downloaded data with the iQX system to ensure accuracy and consistency.
- ▶ **Shift Management:** Based on the Excel file, the bot adds, amends, or cancels shifts within the system.
- ▶ **Error Handling:** The BOT is equipped with mechanisms to detect and manage discrepancies during processing.
- ▶ **Reporting:** It generates detailed reports on shift activities, offering insights into efficiency and accuracy.

Key Achievements

- ▶ **Efficiency Gains:** Automation reduced the time spent on shift-related tasks by over **1,700 hours** annually, equivalent to **1 FTE**.
- ▶ **Improved Accuracy:** Errors related to manual entry and validation were significantly reduced.
- ▶ **Scalability:** The automated process easily handles higher data volumes without additional resources.
- ▶ **Cost Savings:** The client is projected to save around **£107,000** over five years, achieving an **80% reduction** in processing costs.