



For Recruitment Agencies

CASE STUDY:

Strategic Lift & Shift:

Transforming Healthcare Staffing
Operations with QX Transition Team

Client Overview and Business Challenges

A leading UK-based healthcare and social care staffing company was facing significant operational challenges, including:

- › A backlog of 500+ job postings delaying candidate onboarding
- › Inconsistent compliance processes, with limited tracking of inactive candidates
- › Delayed audit clearances leading to lost revenue
- › These issues demanded a scalable, structured offshore transition strategy

Transition Objective

The client aimed to streamline operations, ensure compliance, and restore efficiency. This was done by transitioning critical business functions, Candidate Generation, Initial and Renewal Compliance, from the UK to QX's offshore team under a 3-month structured transition plan.



3-Month Transition Plan: QX Execution Breakdown



Month 1: Strategic Planning, Hiring & Onboarding

Due Diligence & Discovery:

Conducted a thorough review of the client's current onshore setup to identify pain points, FTE requirements, volume projections, and process gaps. Integration

Implementation Roadmap

Built a detailed implementation plan with timelines and activity-wise deadlines, ensuring clarity in transition milestones.

Job Descriptions & RACI Matrix

Designed custom Job Descriptions (JDs) for Compliance, Candidate Generation, Team Leads, and Support roles — all mapped to a RACI model for role accountability.

Hiring & Onboarding

Recruited 29 FTEs (7 for Candidate Generation, 22 for Compliance) without external agencies. Each hire was pre-screened and aligned to client expectations.

Completed onboarding in partnership with the client, including access setup, system logins, and tool credentials — all as per agreed timelines

Training Program

Crafted a dual-structured training plan (QX + Client), including:

- ▶ QX internal process training with tailored modules
- ▶ Client-validated training topics aligned with role requirements
- ▶ Documentation access and knowledge-sharing sessions via secure shared drives



Month 2: Process Documentation, Governance, and Tools

Process Standardization

Created critical operational documents:

- › **Statements of Work (SOWs)** for each function
- › **Standard Operating Procedures (SOPs)** and 12 detailed **process flows**
- › **FMEA, Risk Registers, Escalation Trackers, Org Chart, and Escalation Matrix**

Governance Tools & Automation

- › Automated key reports including CRM reports in Freshdesk
- › Developed **Daily Progress Reports (DPRs)**, compliance trackers, and dashboards
- › Suggested tools for email management and CV screening
- › All documents were shared via the client's OneDrive and formally approved transition milestones.

Month 3: Performance Monitoring & Handover Readiness

Performance Tracking:

- › Initiated **weekly KPI vs Achievement** tracking and uploaded reports to client OneDrive
- › Delivered **daily performance stats** and live dashboards
- › Conducted **weekly client review calls**, presented via structured PPTs with **Minutes of Meeting (MoM) and Action Trackers**

Hypercare & Transition Closure

- › Daily syncs and on-call support during critical weeks
- › Full access handover including tools, SLAs, escalation protocols
- › Formal sign-off from client operations upon completion of all deliverables

Performance Delivery



Candidate Generation

- › Transition team designed and executed a structured training plan, coordinated timely completion, and ensured zero knowledge gaps through regular verification of module coverage
- › Actively monitored operations post-training to ensure **12,071 job postings** were processed with **97% Data Entry QC** and **91% Job Advert QC**, meeting all delivery timelines

Initial Compliance

- › Transition team reviewed and validated all training content, ensured compliance steps were clearly understood, and provided refresher sessions where needed
- › As a result of these interventions, the team delivered **363 processed files, 59 fully compliant**, with **12-day average TAT** and **16.26% conversion**, all delivered on time

Key Benefits Delivered



- Eliminated onboarding bottlenecks and job posting backlog
- Strengthened compliance processes with improved TAT and documentation
- Reduced audit risk and enhanced data integrity
- Enabled cost savings, resulting in onshore appraisals and budget stability
- Increased client trust, leading to additional FTE investment and stronger partnerships

Conclusion:

From Transition to Transformation

QX's Transition Team executed a seamless, structured Lift & Shift transition from UK to offshore operations in just three months, moving the client from operational crisis to high performance. Through risk-managed planning, training, and continuous performance monitoring, QX enabled long-term scalability, operational clarity, and financial stability.

"This wasn't just a shift in location — it was a transformation in execution."





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