

CASE STUDY:

Driving Operational Transformation with QX Transition Team

How QX Enabled a £300K+ Revenue Boost by Booking 7,000+ Nursing Shifts and Scaling Headcount from 6 to 20 FTEs in Just 3 Months



For Recruitment Agencies

OVERVIEW

Transition Led by QX's Offshore Implementation Team

This case study highlights how the **QX Transition Team** successfully **setup a new offshore shift booking process** for a leading global staffing firm. The move enabled operational stability and resulted in a measurable financial impact **£300K+** in revenue through the successful booking of **7000+ nursing shifts** within three months. The team scaled efficiently from **6 to 20 FTEs**, establishing a fully functional, high-performance offshore unit.

Client Overview

A global staffing provider offering services across healthcare and business sectors, with operational reach in multiple countries. The client faced process inefficiencies and resource constraints due to increased demand in shift booking management.

Business Challenges

- › Overburdened onshore team managing shift bookings, sourcing, payroll, and timesheets.
- › Revenue loss due to delays and missed opportunities in shift allocations.
- › Scheduling inaccuracies during peak times, impacting coverage and satisfaction.
- › High operational costs with limited flexibility to scale.

Transition Objective

To streamline operations and improve shift fulfilment accuracy, the client chose to setup **a new offshore shift booking process**. The primary goal was to relieve pressure from the UK-based team and enhance efficiency, scalability, and service quality through QX's structured offshore model.



QX 3-Month Transition and Execution Framework



Month 1: Due Diligence, Planning & Workforce Mobilization

Transition Team Initiated Setup of New Offshore Shift Booking Process Supported by a Client-Dedicated Team

The QX Transition Team conducted comprehensive **Due Diligence** to analyse the client's current onshore setup and understand process challenges, volumes, & FTE requirements.

Discovery & Implementation Planning

- › Developed a detailed implementation roadmap with deadlines for every task and milestone.
- › Defined the structure needed for a fully operational offshore team.

Job Descriptions & RACI Alignment

- › Created tailored JDs for Compliance, Candidate Generation, Resources, and Team Leads.
- › Mapped all roles to a RACI matrix to establish clear responsibilities.
- › Ensured JDs aligned with both compliances' needs and functional requirements.

Hiring & Onboarding

- › Recruited **20 FTEs** internally, ensuring all profiles met client expectations.
- › Executed timely onboarding in collaboration with the client.
- › System access, credentials, and tool permissions were arranged per agreed timelines.

Training Program

- › Developed a dual-phase training approach:
 - › **QX-led training** based on internal best practices and custom modules.
 - › **Client-led sessions**, with verified training plans shared in advance.
- › Ensured knowledge transfer was seamless, and role expectations were clearly understood.



Month 2: Process Documentation, Tools & Governance Setup

Comprehensive Process Documentation:

- › Created Statements of Work (SOWs), SOPs, detailed process flows (including role-specific flows), Risk Registers, FMEA, Org Charts, and Escalation Matrices.

Tooling & Automation:

- › Designed and implemented customized reporting tools:
 - › Daily Progress Reports (DPRs)
 - › Live dashboards
 - › Candidate trackers for compliance
- › Supported the client in automating existing reports and streamlining performance monitoring tools.

Client Collaboration & Approvals:

- › All documentation and tools were submitted to the client for validation.
- › Final versions were approved and centrally stored for accessibility.

Month 3: Performance Monitoring & Handover Readiness

Performance Governance:

- › Weekly tracking of KPIs versus actuals, with results shared via structured reports and dashboards.
- › Weekly client review meetings with MoMs and action trackers for transparency.

Hypercare & Transition Finalization:

- › Daily operational support during stabilization.
- › Handover of all tools, SOPs, and governance structures.
- › Client sign-off confirmed at the end of the third month.

Stabilization Achieved by Month 4:

- › By early month four, the QX offshore team was fully operational and aligned with client SLAs.

Performance Highlights



- Successfully **booked 7000+** nursing shifts with 100% data accuracy.
- Generated **£300K+** in revenue from offshore execution approx. 3 months.
- Seamlessly scaled from **6 to 20 FTEs** to meet increasing volume and demand.
- Created a sustainable and compliant operational framework.

Key Benefits Delivered



- **Resolved Backlogs:** Eliminated onshore bottlenecks and accelerated the shift booking process.
- **Improved Shift Booking Reliability:** Implemented documented and standardized processes for enhanced accuracy.
- **Enhanced Audit Readiness:** Reduced risks with better documentation and compliance controls.
- **Cost Savings:** Enabled cost reductions that supported onshore team budget stability.
- **100% CSAT:** Achieved a perfect client satisfaction score and received multiple recognitions.
- **Increased Client Investment:** Strengthened client relationships, leading to further investment in FTEs and a stronger long-term partnership.

Conclusion:

From Transition to Transformation

QX's Transition Team setup a **new offshore shift booking process supported by a client-dedicated team**, transforming a crisis-prone environment into a high-performing, revenue-generating function. Through deep process understanding, effective training, automation, and ongoing governance, QX delivered long-term scalability, accuracy, and client satisfaction.

Client feedback & Appreciation

"I wanted to say thanks to each of you for your exceptional work on the bookings team. Your attention to detail, collaborative spirit, and commitment to a smooth handover made a big difference in ensuring everything went as planned.

This could have been a difficult transition, but your professionalism and proactive communication made the process seamless. It's been a pleasure working with you and maybe we can work together again soon.

Thank you again for your hard work and support."





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