

How a Global Staffing Firm Achieved **£700K+ Profit and 17K+ Bookings** in Under a Year



About the Client

A global staffing provider serving multiple sectors, including healthcare and business services, with operations across various geographies.

Client's Challenges

- > Rising **demand in shift booking** created operational strain.
- > The **UK-based team** was overwhelmed with bookings, sourcing, timesheets, and payroll.
- > **Frequent delays**, scheduling errors, and poor peak-time coverage.
- > **High costs** and limited scalability required a more efficient, cost-effective model.

Business Objectives

- > Establish a high-performance **offshore shift booking process**.
- > Improve **booking accuracy** and turnaround speed.
- > Reduce operational costs while ensuring **scalability**.
- > Strengthen service quality, documentation, and **audit readiness**.

How QX Helped: Three-Phase Execution Framework

Month 1

Planning & Mobilization



- > Conducted **due diligence** to assess booking volumes and FTE needs.
- > Created tailored **job descriptions** for compliance, candidate generation, & team leads.
- > Defined roles using **RACI matrices** and implemented dual-phase training (QX-led & client-led).

Month 2

Documentation & Tooling



- > Delivered **SOPs, SOWs**, process flows, risk registers, org charts, and escalation matrices.
- > Built custom **tools**: Daily Progress Reports (DPRs), live dashboards, and compliance trackers.
- > Supported **automation** of reports and performance monitoring.

Month 3

Governance & Stabilization



- > Weekly **KPI tracking** and client review meetings.
- > Daily **operational support** during hypercare.
- > **Handover** of all tools and governance structures.
- > Full **SLA alignment** achieved by early Month 4.

Operational Benefits

- **Backlog Cleared:** Reduced delays and booking bottlenecks.
- **Reliable Bookings:** Standardized processes ensured accuracy.
- **Audit Ready:** Strengthened compliance documentation.
- **Cost Efficiency:** Lowered operational expenses and stabilized budgets.
- **High Satisfaction:** Achieved 100% CSAT and further client investment.

Key Achievements



17K+ bookings delivered since January 2025.



7,000+ nursing shifts booked with **100% accuracy**.



£700K+ in gross profit generated in under 12 months.



Scaled offshore team from **6 to 20 FTEs**.



Sustainable and compliant operational framework established.



SLA alignment and **100% data accuracy** by 4th Month.



Automation-driven efficiency through SOPs, dashboards, & trackers.