

CASE STUDY:

How QX's Transition Team Achieved a **20+ FTE Offshore Transition in 90 Days**

How a UK healthcare staffing firm transitioned 4 core functions into a 20+ FTE's offshore model, achieving early operational traction, improved scalability, and stronger delivery control within the first 3 months.

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Client Overview

Not every transition begins with a broken process. Sometimes, it begins with the **ambition to outgrow the existing operating model**.

Our client, a UK healthcare staffing firm, aimed to centralize its Sales, Bookings, Compliance, and Out-of-Hours (OOH) functions to achieve **better control, scalability, and consistency**.

The challenge was not intent, but the **complexity of execution**. This engagement focused on delivering a **phased lift-and-shift transformation**, ensuring the move offshore was not only successful, but also sustainable.



Before the *Transition*

The client's onshore setup revealed structural gaps:

- › Hiring challenges due to **role-specific skill fragmentation**
- › Limited scalability due to **dependency on local talent pools**
- › No structured **backup or contingency coverage**
- › Training inconsistencies impacting **readiness and productivity**

The risk was not just inefficient, but missed growth opportunities, which led us to adopt a phased, controlled, and people-centric approach.

Phase 1: Establishing the Right Foundation

The focus was not speed, but precision:

- › **Clearly defined roles, responsibilities, and expectations (JDs & SOWs)**
- › **Early integration of Transition and Operations teams**
- › **Hiring for fit and adaptability, not just availability**

This phase acted as a **live pilot**, reducing downstream risk.

Phase 2: Scaling with Built-in Resilience

Key focus areas:

- › **Backup resource planning across all functions**
- › **Eliminating single points of failure**
- › **Building a balanced, future-ready team structure**

Scaling was treated as a **design exercise**, not just headcount addition

Training and Readiness: A *Key Differentiator*

Rather than treating training as a checklist activity, we approached it as a **capability-building program**:

- › Co-developed a structured plan with **QX L&D and client stakeholders**
- › Delivered a **two-layered training model**:
 - › **QX-led**: Systems, workflows, operational readiness
 - › **Client-led**: Process nuances and real-world scenarios

By go-live, the team had:

- › Clarity on expectations
- › Confidence in execution
- › Ownership of outcomes

Lift & Shift Execution: *Minimizing Risk, Maximizing Control*



The transition was executed through a phased ownership transfer model:

- Gradual migration from onshore to offshore teams
- Soft go-live across all functions
- A 4-week stabilization (hypercare) period with close monitoring

Daily Governance Ensured:

- Faster issue resolution
- Continuous alignment
- No disruption to business continuity

Operational Momentum

(Early-Stage Indicators)



During the implementation phase, the offshore model demonstrated strong early traction:

- Healthy **revenue contribution** and sales activity levels
- Consistent **bookings fulfilment** and OOH responsiveness
- Active and structured **compliance pipeline management**
- High levels of **candidate engagement and outreach**

Importantly, this performance was achieved **while transitioning**, not after stabilization.

Before vs After: The Real Shift

Before	After
Fragmented Onshore Functions	Centralized offshore delivery model
Hiring Challenges Across Roles	Structured, scalable team setup
Limited Backup Coverage	Built-in redundancy across functions
Inconsistent Training	Standardized, role-based training model
Reactive Operations	Controlled, process-driven delivery

What Made This *Transition* Work



1

One-Team Execution Model

Transition and Operations worked as one integrated unit, eliminating handover gaps.

2

Designed for Real-World Scenarios

The model accounted for:

- › Attrition
- › Hiring delays
- › Process ambiguities

Resulting in a resilient transition with no service disruption.

3

Governance with Purpose

- › Structured reviews without overcomplication
- › Clear accountability frameworks
- › Focus on outcomes, not just reporting

Client *Impact*

Within 3 months, the transformation delivered:

- › A fully functional **centralized offshore operation**
- › Improved **delivery stability and responsiveness**
- › Enhanced **confidence in scalability and future growth**
- › Stronger **collaboration between client and offshore teams**

Most notably, the client transitioned from:
Managing operational challenges → Enabling business growth



A Leadership *Reflection*

What makes transitions successful isn't just the plan; it's the discipline in execution and the alignment between people.

In this case:

- › The transition team ensured **structure and clarity**
- › The operations team ensured **consistency and momentum**
- › The client ensured **collaboration and openness to change**

That combination is what made this more than a transition; it became a transformation.

Operational Performance *Snapshot* (Implementation Phase)

Within the first month of implementation, the offshore team delivered strong operational outcomes:

Sales Performance

Total Hours Delivered

~197K+ hours

Monthly Breakdown

Month 1: ~38.4K hours

Month 2: ~36.1K hours

Month 3 ~41.8K hours

Operational Stability

- › Majority of team members maintained **consistent monthly output**
- › Minimal performance volatility across months

Reflects strong process adoption and operational control

Key Takeaways

- › Rapid transition from implementation to **high-output steady state**
- › Strong balance of **revenue generation and delivery capacity**
- › Clear evidence of **scalability and team resilience**

Conclusion

This engagement demonstrates that successful offshoring is not about cost or location.

It is about:

- 01 Building the right foundation before scaling
- 02 Treating training as enablement, not formality
- 03 Executing transitions with control, not urgency

Today, the operation stands as a **stable, scalable, and high-performing offshore model**, continuing to deliver value beyond the initial implementation phase.





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