



Case Study

# 90% Faster Shift Booking Response Time

Real-Time Automation

## ENGAGEMENT OVERVIEW



Geography  
**UK**



Services Delivered  
**Automated Shift Monitoring & Booking System**



Technical Focus  
**Real-Time Shift Detection & Automated Submissions**



Primary Outcome  
**90% Faster Response & 80% Reduction in Manual Effort**



### PARTNER PROFILE

A prominent UK-based healthcare recruitment agency supporting the placement of healthcare professionals across a network of hospitals and care facilities.

## PROBLEM STATEMENT

The partner was hampered by manual processes that limited their ability to secure shift placements effectively:



### Manual Monitoring

Staff were required to manually monitor shift boards for new opportunities.



### Delayed Response

Slow response times were leading to missed opportunities as competitors often claimed shifts first.



### Double Bookings

Manual coordination carried a persistent risk of double-booking candidates.



### High Dependency

The entire operation relied heavily on manual effort and constant coordination.

## SOLUTION DELIVERED

A bespoke automated shift monitoring and booking system was developed to replace manual intervention

01

### Real-Time Detection

Enabled immediate detection of new shifts as they became available on shift boards.

02

### Availability Matching

Automated the process of matching candidate availability with detected shifts.

03

### Automated Submissions

Facilitated instant, automated booking submissions to secure shifts before competitors.

04

### Operational Visibility

Integrated a notification system and a centralized operational dashboard to provide real-time status updates.

## IMPACT

90%

### Faster Response

Significantly increased the speed of shift booking responses.



### Zero Double Bookings

Successfully prevented the occurrence of double bookings through system-led coordination.

80%

### Effort Reduction

Drastically reduced the manual workload required for monitoring and booking.



### Improved Fulfilment

Enhanced overall shift fulfilment rates and operational efficiency for the partner.

## KEY TURNING POINT

The value derived from this engagement was the transition from **passive monitoring to proactive automation**. By deploying a system that could detect and book shifts in real-time, the partner eliminated the lag from human intervention that previously caused missed opportunities. This transformed their operational model from a reactive, manual effort into a high-velocity, automated engine that consistently outperformed the competition and secured a higher volume of placements with 80% less effort.

