



Automation & AI Case Briefs

Table of Contents

01	Healthcare Compliance Verification Automation	03–05	03	AI Knowledge Assistance for Internal Policies	09–11
05	IT Operations Transformation (US Healthcare Clinics)	15–17	07	Analytics Dashboard for Workforce Operations	21–23
02	Automation for Healthcare Shift Scheduler	06–08	04	Automated CV Standardisation for Healthcare Recruitment	12–14
06	Clinical Application (Cancer Care SaaS Platform) Development	18–20	08	Payroll IQ	24–26

Case 1: Healthcare Compliance Verification Automation

Client Context

UK healthcare staffing provider responsible for onboarding nurses, doctors and allied healthcare professionals for NHS placements.

Objective

Streamline validation process for candidate registration to accelerate compliant healthcare placements.

Business Challenge

Compliance teams had to manually verify healthcare worker registration numbers across multiple regulatory portals (e.g., NHS verification systems).

Operational issues:

- Compliance checks took significant staff time
- High risk of human verification errors
- Delays in onboarding candidates
- Lack of centralised compliance tracking system

Architecture & Technology Used

● Solution Overview



● Technology Components

- ✓ Python automation services
- ✓ API & Web Automation Integration
- ✓ Custom dashboard for reporting
- ✓ Workflow orchestration layer
- ✓ SQL Database

Impact & Outcome

- Measurable Impact

85%

Reduction in compliance verification time



Elimination of manual verification errors



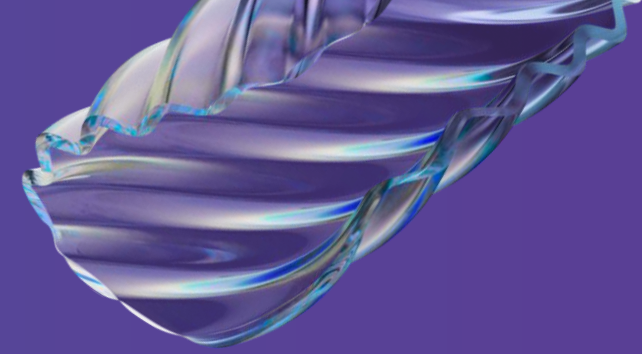
Real-time compliance status tracking



Audit-ready compliance reports for regulatory reviews

Client Impact

Replaced fragmented, manual portal checks with automated, fully traceable compliance workflows to deliver faster, friction-free candidate onboarding.



Case 2: Automation for Healthcare Shift Scheduler

Client Context

Healthcare recruitment agency placing medical professionals across NHS hospitals and care homes.

Objective

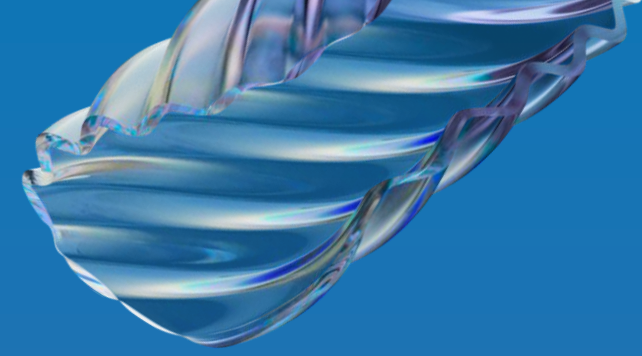
Increase speed and success rate in securing shift placements in highly competitive marketplaces.

Business Challenge

Booking officers manually monitored hospital shift boards and submitted bookings when new shifts appeared.

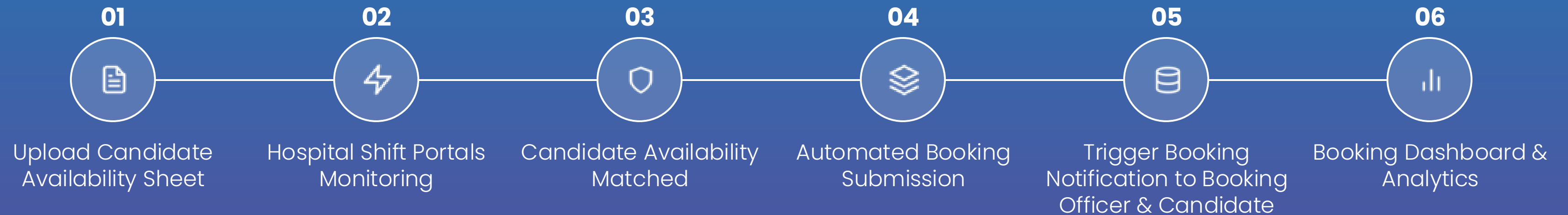
Constraints included:

- Highly competitive first-come, first-serve booking environment
- Manual monitoring of shift boards
- Risk of double bookings
- Slow response times leading to lost placements



Architecture & Technology Used

● Solution Overview



● Technology Components

- ✓ Python automation layer
- ✓ Database Layer
- ✓ Operational Dashboard for shift tracking and analytics
- ✓ Web Scraping Agents & Bots
- ✓ Notification Services



Impact & Outcome

- Measurable Impact

90%

Faster shift booking
response time



Prevention of double
bookings

80%

Reduction in manual
coordination effort



Higher shift fulfilment
rates

Client Impact

Automation allowed the agency to improve shift fulfilment rates by responding to new shifts significantly faster than competitors.

Case 3: AI Knowledge Assistance for Internal Policies

Client Context

A 3,000+ employee organisation with large internal knowledge repositories including HR policies, operational guidelines and training documentation.

Objective

Provide employees with instant access to internal knowledge and policies through conversational search.

Business Challenge

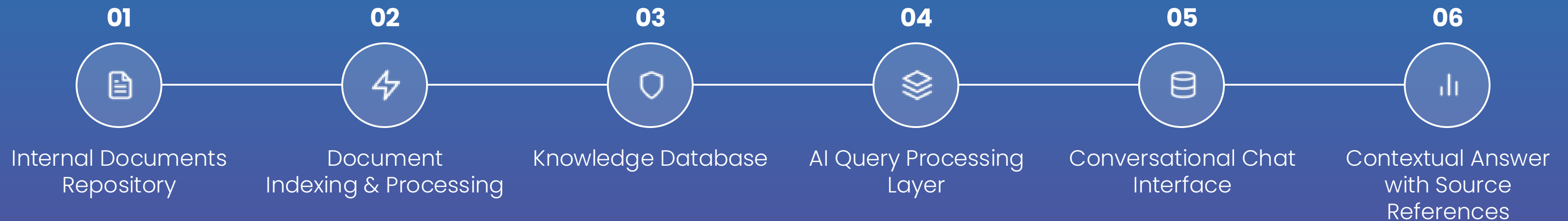
Employees frequently struggled to locate the correct internal documentation.

Resulting in:

- Repeated HR and manager queries
- Slow onboarding for new employees
- Multiple training sessions on policies
- Poor utilisation of existing knowledge resources

Architecture & Technology Used

● Solution Overview



● Technology Components

- ✓ LLM Integration
- ✓ Knowledge Indexing System
- ✓ Python backend services
- ✓ Custom Chatbot Interface

Impact & Outcome

- Measurable Impact

60%

Faster employee onboarding

75%

Reduction in HR knowledge queries

24/7

Access to organisational knowledge

Client Impact

An AI-driven knowledge assistant accessible through natural language queries omitted the delay from manually reviewing archives of static documentation.

Case 4: Automated CV Standardisation for Healthcare Recruitment

Client Context

Healthcare recruitment firm processing high volumes of candidate CVs for doctor and nurse placements.

Objective

Standardise candidate CVs quickly to improve recruiter efficiency and client presentation.

Business Challenge

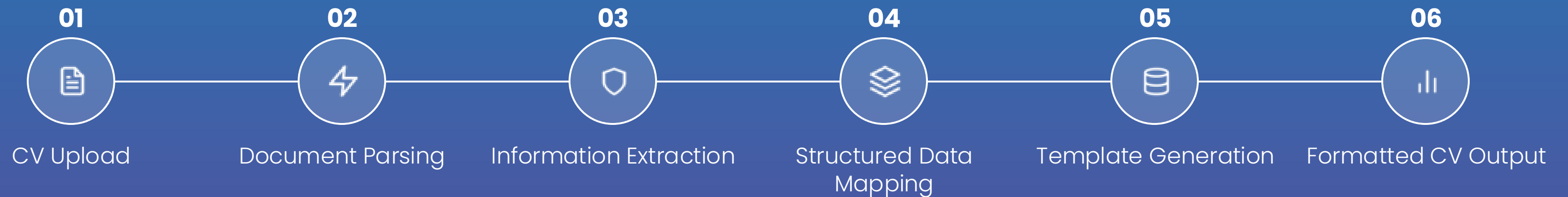
Recruiters were manually formatting CVs into agency-specific templates.

Typical issues:

- Up to 40 minutes spent per CV
- Inconsistent formatting across recruiters
- Delays in candidate submissions to clients

Architecture & Technology Used

● Solution Overview



● Technology Components

- ✓ Python document processing engine
- ✓ Natural Language Processing for information extraction
- ✓ Template generation system
- ✓ Web interface for recruiter uploads and downloads

Impact & Outcome

- Measurable Impact

95%

Reduction in formatting time (40 minutes → under 2 minutes)

70%

Faster recruiter decision making



Improved ATS compatibility



Consistent candidate presentation

Client Impact

Recruiters moved from manual CV preparation to automated document standardisation, accelerating placement timelines and improving productivity.

Case 5: IT Operations Transformation (US Healthcare Clinics)

Client Context

US-based healthcare provider operating 60+ clinics across multiple states.

Objective

Reduce overall IT operational costs while maintaining stable infrastructure support across clinics.

Business Challenge

- High dependency on existing internal IT team
- Limited documentation of infrastructure and processes
- Risk of disruption during transition
- No structured helpdesk escalation or SLA model

Architecture & Technology Used

⚙️ Solution Overview

- Embedded a senior L3 engineer to manage helpdesk escalations and understand infrastructure setup
- Documented system architecture, operational workflows, and support ownership
- Designed structured L1–L2–L3 support model with escalation paths
- Gradually scaled support team with L1, L2 and additional L3 engineers

🔧 Technology Components

Cloud Infrastructure: AWS, Azure

Clinic Systems: Dentrix, ITSM, healthcare practice software

Support Operations: Helpdesk workflows, infrastructure documentation, SLA tracking

Impact & Outcome

- Measurable Impact

60%

Reduction in IT resource costs



Structured L1–L3 helpdesk model implemented



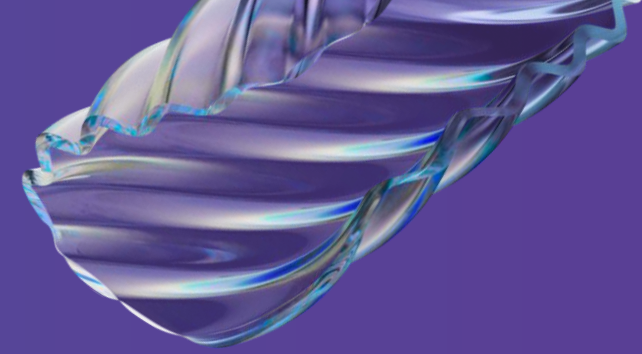
Infrastructure architecture and workflows documented



Defined escalation paths and SLA tracking introduced

Client Impact

Client transitioned from people-dependent IT operations to a structured and scalable support model, enabling cost optimisation without impacting clinic operations.



Case 6: Clinical Application (Cancer Care SaaS Platform) Development

Client Context

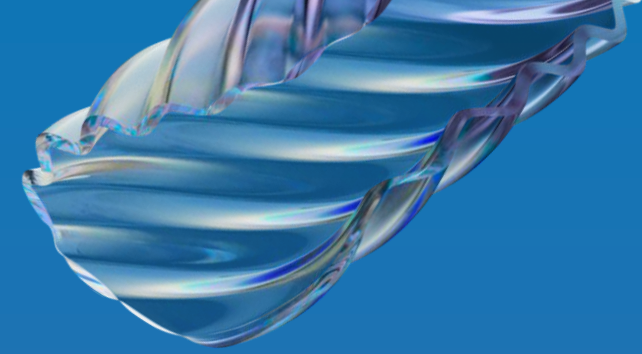
US-based oncology technology platform supporting clinicians in developing cancer treatment strategies and patient case management.

Objective

Improve platform scalability, usability, and maintainability while supporting ongoing clinical usage.

Business Challenge

- Platform architecture becoming difficult to scale
- Complex database schema management
- Inefficient backend API structure
- Need for improved clinician workflow efficiency



Architecture & Technology Used

⚙️ Solution Overview

- Introduced multilingual capability across frontend and backend
- Implemented Prisma ORM for automated database schema migrations
- Optimised backend by consolidating 23 APIs into a single service layer
- Enhanced clinical workflows including treatment plan templates and case reporting
- Migrated admin modules to React-based application architecture

⚙️ Technology Components

Frontend: React

Backend: Node.js services

Database Management: Prisma ORM

Infrastructure: Cloud storage for media assets



Impact & Outcome

- Measurable Impact



Simplified backend architecture through API consolidation



Automated database migration and schema management



Multilingual capability enabling broader accessibility



Improved clinician efficiency in managing treatment plans

Client Impact

Platform became more stable, scalable, and clinician-friendly, enabling oncology specialists to manage treatment workflows more efficiently.

Case 7: Analytics Dashboard for Workforce Operations

Client Context

Global workforce solutions organisation with 2,500+ employees, supporting large-scale recruitment and staffing operations.

Objective

Provide real-time operational visibility into workforce bookings and resource allocation.

Business Challenge

- Limited visibility across shift bookings and workforce demand
- Manual reporting and delayed decision making
- Difficulty identifying staffing gaps and utilisation trends
- Lack of consolidated operational insights

Architecture & Technology Used

⚙️ Solution Overview

- Designed and implemented a centralised analytics dashboard for workforce booking data
- Automated aggregation of operational data from recruitment and booking systems
- Created real-time visual insights to support planning and resource allocation
- Enabled operational teams to monitor booking performance and staffing gaps

🔧 Technology Components

Automated data aggregation pipelines

Power BI dashboards

Recruitment systems and booking databases

Impact & Outcome

- Measurable Impact

40%

Improvement in
workforce gap analysis

50%

Reduction in unfilled
shifts



Faster operational
decision making



Improved workforce
planning visibility

Client Impact

Operational teams gained real-time insights into staffing demand and booking performance, enabling more proactive workforce planning.

Case 8: Payroll IQ

Client Context

Global workforce solutions company supporting multiple clients with complex payroll structures and staffing operations.

Objective

Automate payroll calculations across multiple clients with different rule structures.

Business Challenge

- Time-consuming manual payroll calculations
- Frequent human errors in payroll processing
- Complex client-specific payroll rules
- Delays in payroll preparation and reporting

Architecture & Technology Used

⚙️ Solution Overview

- Developed a configurable payroll rule engine to automate timesheet processing
- Enabled configuration of client-specific payroll rules
- Automated calculations for shift timings, overtime, weekend pay, and allowances
- Generated structured payroll output reports for processing and review

🔧 Technology Components

Timesheet uploads (Excel / CSV)

Rule-based payroll calculation system

Automated payroll reports and monitoring

Impact & Outcome

- Measurable Impact

80%

Reduction in manual payroll calculations



Improved payroll accuracy and consistency



Faster payroll processing cycles



Scalable rule-based payroll processing for multiple clients

Client Impact

The client transitioned from manual payroll processing to a scalable rule-driven system, enabling faster payroll preparation and improved operational efficiency.



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