



Bullhorn
WFM

Case Study

“Since using Workforce Management, the way we have been running the business itself has changed. We get to analyse what is essential and where we need to invest. The kind of data it provides really helps us to perform at the top of our market. We’re also future proofed for incoming care legislation that requires us to have certain systems in place for our data.”

Manasa Polimani, OneCall24

KEY BENEFITS

**Replaces lots of apps
with one platform**

**Easily visualise workforce
to see utilisation**

Makes shift handover easier

Simplifies compliance

Customisable

**Implementation took
less than 4 months**



OneCall24 specialises in recruiting and supplying highly qualified, experienced medical professionals for permanent, contract, and temporary positions in the NHS and private healthcare organisations in the UK. It operates 24 hours a day, 7 days a week.

Location: United Kingdom

Customer since: Sept 2017

Filling last minute shifts is stress-free thanks to Bullhorn Recruitment Cloud Workforce Management

OneCall24 is a healthcare recruitment agency providing permanent and temporary carers in various healthcare settings both privately and for the NHS. It needed an all-encompassing solution with the functionality to cope with changes to last-minute shifts, handle payroll and aid in finding the right workers for the right job. Another key aim was to minimise data silos by reducing the reliance of paper records and Excel, in order to drive a streamlined approach in its management and reporting.

Challenge

Prior to using Bullhorn Recruitment Cloud Workforce Management, OneCall24 had been using technology to monitor the compliance of workers and Excel spreadsheets to manage and log shift information. It needed a less siloed and manual approach and one which unified communication across applications. Another priority was to reduce the risk of data loss and inaccurate data entry.

OneCall24 also wanted to automate more of its processes to increase efficiency. This included running its weekly payroll, which needed a large number of the team to sort through timesheets to ensure workers were paid correctly.

As workers had been used to keeping paper records, the organisation also knew it would face some hesitation in moving to a digitised system. As Manasa notes “Switching from an Excel spreadsheet to a more advanced application is like switching from a landline to a smartphone - it’s that different.”

Solution

Recruitment Cloud Workforce Management came highly recommended to the Management from another client that had been using it to manage their workforce for a different sector. When the team realised it could be used in healthcare recruitment, switching was an easy decision.

Bullhorn Workforce Management replaced all the different applications OneCall24 was using for workforce management and streamlined these processes into one platform. This enabled OneCall24 to handle everything from roster management to compliance checks to payroll processing. It was also able to leverage Recruitment Cloud Workforce Management to match the right workers for a job based on their location and data from previous shifts.





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About Bullhorn

Bullhorn is the global leader in software for the recruitment industry. More than 10,000 companies rely on Bullhorn's cloud-based platform to power their recruitment processes from start to finish.

Headquartered in Boston, with offices around the world, Bullhorn is founder-led and employs more than 1,400 people globally.

Benefits

Initially, there was some hesitation in moving to the platform, but once the team started using it and realised how user friendly it was, they didn't want to use anything else.

In the healthcare sector compliance is extremely important and Bullhorn Workforce Management will stop a consultant from being able to shortlist a candidate for a role if their compliance or qualifications have lapsed at the time of the shift.

It can handle nuances such as a worker being compliant for one site but not another where different rules apply. With the sheer volume of candidates that OneCall24 looks after, it could be trying to shortlist from a list of 1500 to 2000 candidates for roles and without Bullhorn Workforce Management it would be impossible to know the level of detail needed or to recall it instantly.

The payroll process is also streamlined. Employees use the mobile app to sign in and out of shifts enabling OneCall24 to embrace a paperless and automated billing and invoice system.

It makes last minute cancellations stress-free because the system takes care of the heavy lifting. Potential workers can be shortlisted by their location or sent a push notification to their mobile enabling them to flag if they are available and then the hiring manager can call the worker who was the quickest to respond.

Other benefits include being able to customise Recruitment Cloud Workforce Management to their needs. The solution also simplifies the handover from the day to night shift because all the documentation is on the platform. Prior to adopting Recruitment Cloud Workforce Management, reporting was also a challenge because OneCall24 was using different tools that didn't allow for the simple flow of data between them.

Thanks to Recruitment Cloud Workforce Management, OneCall24 now has a clear reporting structure in place that makes it possible for them to visualise their workforce and understand their utilisation rates and where they need to invest in the business.

