

Rapid scaling of case processing services

Challenge

A longstanding client (over eight-year relationship) approached Qinecsa with a business-critical mission to support case processing activities during the COVID-19 pandemic.

800+ FTEs were required within a three-month window to support this urgent ramp up of the existing operating model.

Timelines, compliance, and quality remained paramount, despite the aggressive onboarding goals.

Approach

Qinecsa deployed a dedicated screening, recruitment, and onboarding team, including a project manager to manage all stakeholder expectations and a logistical team to support onboarding in a work-from-home environment.

The existing 1,000+ FTEs continued with the business-as-usual model, ensuring minimal disruption.

A layer of buffer resources and management were recruited to support oversight, training, and governance and additional quality controls implemented for new recruits to ensure sustained quality standards.

Outcome

The additional FTEs were successfully onboarded within the required timeframe.

Robust processes ensured quality was maintained in line client expectations throughout the ramp-up.

The leadership transparency and communication throughout the challenging circumstances was commended by the client.

Qinecsa continue to support the client across their portfolio, including volumes associated with booster vaccinations.
