

“Since using Sirenum the way we have been running the business itself has changed. We get to analyse what is essential and where we need to invest.”

Manasa Polimani, Senior Project Manager, OneCall24

Key benefits

- Replaces lots of apps with one platform
- Easily visualise workforce to see utilisation
- Makes shift handover easier
- Simplifies compliance

OneCall24

About: Temporary and permanent staffing for the NHS and private healthcare organisations
Size: 133 consultants using Sirenum
Location: United Kingdom
Customer since: 2017

Sirenum Solutions

- Sirenum Scheduling
- Sirenum Monitoring
- Sirenum Compliance
- MySirenum
- Sirenum Payroll

Filling last minute shifts is stress-free thanks to Sirenum

OneCall24 is a healthcare recruitment firm 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 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. All of which would support a more joined up approach in its management and reporting.



Challenge

Prior to using Sirenum, OneCall24 had been using one 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 enabled the team to communicate across applications.

Another priority was to reduce the risk of data loss and inaccurate data entry. They also wanted to use technology to automate more of their processes and 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, they 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 smart-phone - it’s that different.”

Sirenum replaced all the different applications OneCall24 was using for workforce management and streamlined these processes into one platform.

About Sirenum

Sirenum powers the dynamic workforce.

As the leading global provider of cloud-based workforce management technology to temporary staffing agencies, Sirenum provides transformational technology to innovative employers, streamlining the management of tens of thousands of workers across the UK, Europe, and the USA, including organisations in the government, transport and logistics, care, security and events verticals.

Solution

Sirenum came highly recommended to the Management from one of Sirenum's existing clients who have 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.

Sirenum 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 scheduling and checking if a worker had the right compliance and certifications in place for a job, as well as to running payroll. They were also able to leverage Sirenum to match the right workers for a job based on their location and data from previous shifts.



Benefit

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

In the healthcare sector compliance is extremely important and Sirenum 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. Sirenum 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, they could be trying to shortlist from a list of 1500 to 2000 candidates for roles. Without Sirenum 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. Then the hiring manager can call the worker who was the quickest to respond.