



Work Experiences
Delivering a cloud based web solution that provides users with timely, accurate and consistent information on work placements and other programmes.

“The support team at Work Experiences are amazing and have been able to tailor the software to suit our growing business needs.” Jo Shalloe, CEO Work Experience Support Services



Work Experiences
Supporting Digital Transformation

The challenge

Work Experiences Support Services business depends on quick and proactive action. With a growing business expectation and the need for a flexible, uncomplicated software solution to support a fast paced digital environment Work Experience Support Services required a complete work experience management tool to drive overall business growth and enhance its complete service offer.

Our solution

Work Experiences Support Services chose Work Experiences to develop a data and functionality solution. Our main objective was to develop the architecture to support business and customer functionality along with supporting business growth. By tailoring our flexible system to suit, our customer had access to bespoke functional and analytical tools designed by Work Experiences.



Background

Work Experiences Support Services are a provider of careers advice and work experience placements to schools and colleges.

It's service function was being held back by complicated processes and software that simply did not meet it's growing requirements and business need.

Our support was required to enhance the service and demonstrate to Work Experiences Support Services how alternative expertise and proven digital processes can develop and improve it's offer to meet it's required contractual service level agreements.

How did we do it ?

- Worked collaboratively to identify quick-wins and improve service quality.
- Speedy development of a software solution to meet business need.
- Delivered formal training to staff, embedding a 2 way skills and knowledge transfer.
- Enhanced connectivity to securely and efficiently manage shared data.
- Implemented bespoke processes with a particular focus on information management.
- Reviewed and improved reporting detail.

About Work Experiences...

Work Experiences are a division of Executives on the Web Ltd, which provides online executive recruitment solutions.

Work Experiences are working with education and training providers to put in place better, smarter and faster ways of managing work placements. We will help reduce costs, improve services and help organisations become more sustainable, making the management of work experience smarter and better for all.

What did we do?

Working in collaboration with Work Experiences Support Services, **Work Experiences** mapped and designed a software solution to enhance the product delivery. The new model incorporated the application of proven digital solution processes to support it's business function. This has delivered qualitative and quantitative service improvement without a break in product delivery.

Outcomes

- Cost savings identified through licenced management of software. Resulting in a 60% increase in business for 2017.
- Improved placement and student management system which reduced work flow, improved turn around and achieved high levels of customer satisfaction.
- Provided a cloud based solution to enable 24hr access underpinned by a variety of on and off line forms to support business efficiency.
- Developed a complex search facility with the ability to search a number of complex records quickly.

“Our clients ability to access a range of online tools are proving to be extremely handy when used alongside their careers education”.

Jo Shalloe CEO Work Experiences Support Services.

For more information or to speak to us about how we can help you, please contact:

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