CUSTOMER STORY

WESolutions
Workforce Employment Solutions

About the Client

WESolutions is a UK-based healthcare recruitment agency and a trusted partner to leading NHS trusts, private hospitals, and international healthcare providers.

With over a decade of experience in UK and global nurse and healthcare professional recruitment, WESolutions is known for its commitment to compliance, care, and candidate experience.

The company connects qualified nurses, healthcare assistants, and allied health professionals to roles across the UK, handling thousands of candidate journeys each year — from application to onboarding.

A word from the Director

"**ValueNexus has been an exceptional partner for us. Their AI and WhatsApp solutions have completely transformed how we manage recruitment and candidate communication.**

The Value Connect platform has made our engagement faster and more seamless, while Value Assistant's AI capabilities help us shortlist and evaluate candidates in minutes instead of hours.

Together, they've saved our team tremendous time, improved efficiency, and elevated the candidate experience.

We truly appreciate the professionalism and innovation ValueNexus brings — and highly recommend their solutions to anyone looking to modernize their hiring process."

- Karan Shah, Regional Director - India

Quick Numbers

6k+
Healthcare Candidates screened monthly with AI

70%
Faster Shortlisting

85%
Candidate Engagement with AI and Whatsapp

Key Challenges

Healthcare recruitment at WESolutions involves high volumes, strict compliance, and continuous communication across candidates, agencies, and hospitals.

⏳ **Manual Shortlisting & Screening**	Reviewing hundreds of resumes for each role was time-consuming and inconsistent, often delaying submissions to clients.
💬 **Candidate Drop-Offs**	Candidates were often unresponsive or hard to reach through traditional channels like email or phone.
🧠 **Lack of Smart Engagement**	Candidates had no easy way to ask about suitable roles, apply directly, or submit documents for onboarding. Recruiters spent significant time answering repetitive questions and chasing missing information manually.
📄 **Unstructured CV Processing**	CVs needed cleaning, formatting, and standardization before being shared with clients, creating additional admin workload for recruiters.
📊 **Limited Visibility Across Hiring Stages**	Tracking progress — from screening to client submission, interview, and onboarding — relied on spreadsheets and manual updates.
📋 **Compliance & Document Tracking**	Managing visa documents, certifications, and background checks manually risked errors and compliance gaps in a highly regulated sector.

Our Solution – AI & Whatsapp Implementation

AI-Powered Candidate Screening

- **Automatically parses resumes** to extract skills, qualifications, clinical experience, and certifications.
- **Compares each candidate's data to job** descriptions and NHS trust requirements.
- Generates an auditable AI decision with **Fit / Maybe / Not Fit rationale** and confidence score.
- Writes results back to Salesforce Candidate records, maintaining compliance and traceability.

AI + WhatsApp Candidate Engagement

- Candidates interact directly through WhatsApp to:
  - **Explore suitable job** openings via AI-powered suggestions
  - **Apply to roles** instantly
  - **Submit CVs** and onboarding documents securely
  - Ask questions about **job status, visa process**, or next steps
- Recruiters receive structured responses in Salesforce — reducing back-and-forth communication.
- Real-time status tracking ensures every interaction is logged and actionable.

Recruiter Communication & Tracking on Salesforce

- Recruiters manage all **WhatsApp interactions directly within Salesforce** using Value Connect's native Value Chat interface.
- **Bulk messaging** allows recruiters to send interview reminders, compliance updates, or onboarding instructions to large candidate batches — while retaining personalized context.
- Real-time tracking ensures every candidate's message history, stage, and response timeline are visible within Salesforce.
- This unified communication layer **eliminates the need for third-party tools**, reduces manual work, and provides complete visibility across all candidate touch points.

AI-Assisted Compliance & Onboarding

- Automatically **validates right-to-work, visa, and medical credentials**.
- **Sends WhatsApp reminders** for missing or expiring documents.
- AI ensures completeness and alerts recruiters for missing items.
- Provides new hires with **onboarding guides**, hospital details, and personalized welcome messages via WhatsApp.

Recruitment Intelligence Dashboard

- Unified view of all candidates across the entire hiring funnel — **Applied → Screened → Submitted → Interviewed → Offer → Onboarded**.
- Tracks recruiter performance, time-to-hire, and candidate engagement.
- AI highlights bottlenecks and provides actionable recommendations for optimization.

Results & Impact

- **70% Faster Screening** — AI automated candidate evaluation and shortlisting.
- **85% Engagement** — Candidates respond faster through WhatsApp.
- **Standardized CVs** — Auto-cleaned and client-ready formats.
- **100% Compliance Tracking** — No missing or outdated documentation.
- **Bias-Free AI Decisioning** — Transparent, auditable fit recommendations.
- **50% Efficiency Gain** — Recruiters handle 2x more candidates with the same team size.

- **Improved Candidate Experience** — Always-on WhatsApp access for updates and support.

Conclusion

With Value Assistant and Value Connect, WESolutions revolutionized healthcare hiring by combining AI intelligence and WhatsApp automation — directly within Salesforce.

Recruiters now operate faster, candidates stay continuously engaged, and every interaction remains auditable and compliant.

The result: a smarter, faster, and more human recruitment experience for healthcare professionals and clients alike.

Get Started Today

See how Wesolutions uses Value Assistant and Value Connect to achieve these results. Request your demo today.

See it live