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★★★★★

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Atlas Hotels Case Study

Find out how Atlas Hotels were able to reach a **91% shift fulfillment** rate with Indeed Flex

The background

Atlas Hotels are an award-winning hotel franchise group with over 58 venues across the UK, including Holiday Inn Express and Hampton by Hilton sites. With this many hotels to manage and an industry-leading reputation to uphold, having **the right temporary staffing platform** is vital to the success of their company goals.

*“Trying to recruit staff in the last two years was a nightmare. So that’s when we started using Indeed Flex, it’s been sort of **fundamental in helping us survive** really. We had lots of gaps to fill, and we just weren’t able to use our previous recruitment methods.”*

“Previously, we had no sight of what our agency spend was or who was using it, and hence not really having a firm grasp on what our monthly payroll costs were until invoices were reconciled and they hit the P & L basically. Sometimes it was a bit of a shock for us to see some of the payroll figures. Since using Indeed Flex, we’ve been able to access a lot of that management information.”

– Derek Ramsay, Head of Operations at Atlas Hotels

The challenges

- Staff attraction after COVID-19
- Last-minute worker absences
- Not enough visibility over agency usage and spend across venues
- Needing more control over staffing costs

The solution

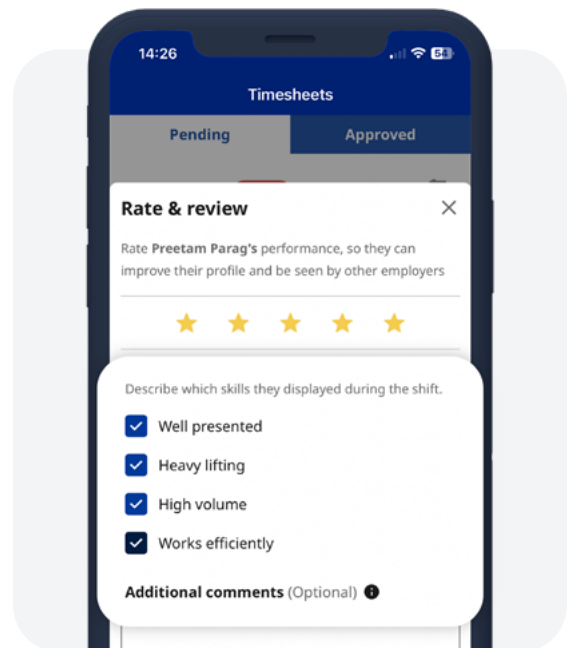
Speed of access to workers

Each Atlas Hotels venue has instant access to a local marketplace of verified, high-quality, committed Flexers. Hotel managers can browse dedicated worker profiles to find the right worker to support their team.

Worker engagement and consistency

Hotel managers have built lasting, trusted relationships with their best workers through the Indeed Flex rating and feedback features. This keeps workers engaged, and the top-rated Flexers are put into a worker pool for first priority of the Atlas Hotel shifts.

“I’ve been impressed with the Flexer rating feature. The rating part is pretty good and also the fact that they’re able to block someone who isn’t performing well in the role. It’s good for the Flexer as well because if they have a bad experience they won’t pick those shifts up again, They’ve got that power - and of course, it works both ways.”



Visibility over finances & reporting

To give Atlas Hotels the visibility and control they need, Indeed Flex delivers live shift data at the click of a button. The Finance team gained instant access to the information they needed to review and manage costs, allowing them to add agency spend to their weekly payroll budgets.

Flexibility and adaptability through technology

Indeed Flex engaged with Hotel Managers at site level to guide them through the self-serving Flex Client app. This offers the team a user-friendly way to complete their day-to-day tasks without having to be onsite.

The app gives Managers control and choice over who they hire, as well as allowing them to act quickly if they need to contact workers, post a job, or give feedback.

“It's good that [hotel managers] can manage things on their phones. If they're not in the hotel, they always have the ability to access the platform whether it be an alert or them having the ability to post a job.”

The Results

- 91% Shift fulfilment rate
- 91% Repeat worker rate
- 5/5 Average Flexer rating

**Data accurate at the time of extraction*



“Our experience with Indeed Flex has been seamless and easy. It's an easy platform to use. We've got visibility to see what's happening.”