



HCRG Connect

A Cloud-Based Recruitment & Procure-to-Pay
Solution for your Flexible Workforce

Technology Led Workforce Recruitment & Procure-to-Pay Solution

HCRG Connect is a secure, cloud-based recruitment and workforce management service specifically designed for UK public sector organisations. It enables Buyers, their recruitment and staffing teams, and candidates to manage availability, matching, and bookings digitally within a single application.

The service replaces traditional availability collection methods such as phone calls and messaging apps with a structured, in-app experience that improves efficiency, accuracy, and user satisfaction.

Primary Services

HCRG Connect provides a fully managed, cloud-based recruitment and workforce management solution that enables Buyers to manage vacancies and demand, workforce availability, worker matching, and end-to-end bookings processes digitally.

The service supports an end-to-end vacancy management workflow through secure API integration between Buyer and connected third-party/vendor systems (agencies). This integration enables automated vacancy collection from Buyer systems and distribution to contingent workforces, candidate onboarding and compliance, matching, fulfilment, and booking, improving interoperability between Buyer systems and third-party platforms.

A key functionality of the service is an auto-book functionality. Once a candidate's availability is submitted and a suitable match identified, the system can automatically book and confirm candidates based on pre-defined and system enforced rules and controls. This increases response and fulfilment timelines and reduces the need for manual intervention and administrative efforts, whilst supporting timely shift fulfilment and efficiencies.

In-app availability management modules also enable candidates to self-manage and update their availability through the application, replacing phone calls, messaging apps and manual processes.

Core Product Modules

- Recruitment and onboarding technology
- Specialist Healthcare and Health & Social Care candidate on-boarding modules
- End-to-end procure-to-pay solution for flexible workforces
- Automated release and notification systems to candidates/workforces
- Integrated time & expense module
- Programme & account management (where required)

Key service features include:

- In-app candidate availability submission (24/7)
- Structured availability input to reduce errors and miscommunication
- Automated matching of candidate availability to suitable vacancies or shifts
- Auto-Book functionality that automatically matches available workers to open shifts and confirms bookings instantly when predefined criteria are met
- End-to-end vacancy and shift fulfilment without manual intervention
- Real-time notifications to candidates for availability updates and confirmed bookings
- Buyer visibility of availability, matches, and bookings via reporting
- Ability for Buyers and authorised users to adjust or cancel bookings
- Secure cloud hosting on UK-based infrastructure
- Built-in monitoring, logging, and audit trails
- Role-based access control
- Backup and disaster recovery capabilities
- Integration with third-party and source systems via APIs

Key service benefits include:

- Reduced time between vacancy/shift release and improved visibility of availability, worker matching and bookings
- Automated matching and auto-booking reduces manual coordination and administrative effort
- Improved fulfilment rates and time-to-hire, reducing risks of unfilled shifts and escalations
- Reduced customer administration through automated controls, approvals, and audit trails
- End-to-end digital workflow for vacancy, shift, matching, booking and timesheet to pay management
- Faster, more reliable fulfilment supporting continuity of clinical and frontline services
- Improved operational oversight for workforce, rostering, and staffing teams

Intended Buyers & Users:

- Workforce Management Teams (inc. Recruitment Teams)
- Hiring Managers and Scheduling Teams
- Candidates using digital recruitment services

The service is suitable for organisations managing variable or short-notice availability, including high-volume or shift-based recruitment models.

Service Scope: End-to-End Recruitment & Procure-to-Pay Technology Solution

Vacancy Management Module:

Key features and functionalities:

- Vacancy Requisitions
- Operational controls and approvals
- Rate management (NHSI) & reporting (as required)
- Candidate cascades
- CV Submissions
- Screening and compliance to Buyer minimum employment standards
- Automated candidate matching and booking into open vacancies
- Worker monitoring, including AWR/WTR
- 24/7 web and app. availability

Our solution offers several USPs:

- Audit tool for candidate compliance
- Customised and automated workflows including approval flows
- Rate management and escalation reporting (where required)
- Integration with Buyer systems (i.e. rostering, bank and ESR)

We understand one size does not fit all Buyers, which is why our technology is customisable, and ensuring solutions align seamlessly with Buyer in-house rules and processes to enhance services and ensure robust controls:

- Drives efficiency through processes and powered by next generation technology
- Removes unnecessary administration
- Allows Buyers to harness the power of automation throughout the recruitment and bookings process
- Provides transparency of the full procure-to-pay process

Worker On-Boarding & Compliance Module:

Our Technology is designed to ensure candidates are seamlessly onboarded and their compliance to Buyer minimum standards for employment, screening and maintenance are effectively managed, and which is supported by our dedicated account and technical teams.

Our dedicated specialists oversee all regulatory requirements, managing face to face aspects of candidate on-boarding, documentation and checks through to induction, training and orientation, including the management of terms with workers and ensuring all contracts are signed prior to commencing work with Buyers.

Fully automated end-to-end solution, including:

- Terms/Contract management, including e-signature
- Issue and receipt of starter/onboarding packs and handbooks
- Candidate arrival instructions
- Online candidate training
- Compliance checks and continual monitoring, including advanced alerts
- Feedback and surveys

Our cloud-based candidate portal enables the management of all above areas and storage of vital documents, such as:

- Personal documents and payment information
- Compliance checks & flags for document updates and refresh checks
- Health & safety information
- Document management suite & secure storage for pre-employment screening and compliance records/results

Time & Expense Module:

Our time and expense portal uses market leading technology to keep accurate records and allow for the quick creation and submission of timesheets by candidates through to Buyer approvals.

Intelligent approval algorithms mean timesheets are created, alerts sent to candidates to complete/submit and are shared to the right person for approval per occasion, and supported by our dedicated account management team who manage points of escalation, coordination or administration ensuring timesheets are submitted, approved and each worker is paid accurately and on time.

We work with you as a client to customise our technology to ensure alignment to all current processes and rules for timesheets, approvals and payments.

Key features:

- Pre-generated timesheets (populated by candidates)
- AI led validation vs original booking
- Intelligent approval routes allowing for additional approvals if hours exceed confirmed bookings
- Manual and automatic submissions
- Automation of internal rules, i.e. auto-applying unpaid breaks per booking
- Alerts and escalation protocols as standard
- Working hours management with enhanced reporting (as required)

Procure-to-Pay Solution:

Our solution offers an integrated pay and bill solution to enable the seamless and accurate creation of worker pay files and agency invoice values, which is supported by the account and coordination team who oversee end-to-end solution and service delivery, from set-up through to billing, payments and queries.

Key features:

- Full integration with Buyer pay and accounts systems
- Payroll onboarding

- Coordination & administrative support
- Automated remittance
- Fully configurable to Buyer workflows and approval structures

Interoperability & Open Standards

Our technology is purposely built to support interoperability between multiple Buyer and third-party systems using open, standards-based APIs. As at January 2026 we are the only UK provider to have an effective and successfully working open API with Allocate/Health Roster for interoperability with Buyer rostering and bank systems.

Through our systems interoperability capabilities, we enable secure, automated data exchanges to support vacancy creation, worker onboarding, availability management, automated matching, and auto-booking across organisational boundaries. This ensures that shifts can be released, matched, and booked without delay, even when workers are not actively using the application at the time of release, and without human or manual intervention – saving increased time and resources for Buyers.

Where applicable to Buyers, our service supports alignment with NHS interoperability principles and open standards to enable integration with existing workforce, rostering, and staffing systems.

Programme & Account Management

Our teams know Buyers work in an ever-changing landscape and ensure our service and technology evolves alongside the needs and levels of support Buyers and their workforces need. For this reason, HCRGs account and programme managers are specialists and support Buyers from implementation through BAU.

Our team comprises Account Directors and specialist Account Managers who act as single point of contact for Buyers, and who are further supported internally by Booking CoOrdinators and centralised PMO and change management teams; leading on and supporting Buyers across all areas as follows:

- Implementation
- Project Management
- Supply-Chain management
- Daily account management
- Change management
- Recruitment & resourcing, including audit and compliance management
- Matching and shortlisting (ensuring best-value resources are booked)
- Manage timesheet processes and assure approval process are followed
- Monitor and keep systems up-to-date
- Scheduled review and improvement meetings with Buyers

Tertiary Services

Consultancy Service:

Our specialist management consultants are experts in public sector staffing and can offer independent reviews of Buyer end-to-end businesses processes. They provide a range of services across all aspects of operational performance and workforce management, including but not limited to:

- Workforce Planning, Improvement & Optimisation advice
- Change Control
- Internal & External Audits
- Business process reengineering
- Business Transformation
- Improvement recommendations/proposals (to optimise staffing & generate expenditure reductions)

Outsourced Management:

We are also able to leverage HCRGs engagement product to provide a fully outsourced managed service solution; which is designed to support Buyers in managing and optimising their own and available resource pools more effectively to reduce overall reliance and usage on flexible workforces, specifically agency usage and expenditure.

Please email roland.sheehan@altrix.co.uk for full details of our Outsourced Management Solution offer.

Taxonomy of Technology Services

The following provides a full list of all modular based service solutions available via HCRGs technology product:

Tier 1	Tier 2	Tier 3	Tier 4
Application Development and Deployment (D-000-000-000)	Application Platforms (D-202-000-000)	Model driven application platforms	
		Robotic Process Automation	
	Analytics & Business Intelligence (D-203-000-000)	Advanced and predictive analytics	
	Application Development (D-206-000-000)	Business Rules Management	
Applications (E-000-000-000)	Enterprise Resource Management (E-203-000-000)	Human Capital Management	Core Human Resources Applications
		Payroll Management	
		Order Management & Orchestration	
	Production & Operations (E-205-000-000)	Service Industry & Public Sector Operations	Healthcare
			Education
			Adult Social Care
			Children's Social Care