SERVICE SUITE FORECASTING

How Many On-Call Resources Do We Need In Nine Months?
What Impact Will The Temperature Make To The Number Of Emergency Work Orders?

Service Suite Forecasting accurately predicts workload demand based on factors unique to your business, making it easy to correctly size resource capacity.

Challenge
All field organizations struggle to find the right balance between the amount of work to be performed and the number of resources required to perform the work.

Many organizations rely on ad-hoc and informal methods such as complicated spreadsheets, rules of thumb, and some level of guesswork to estimate workload. While it is known that certain factors such as weather, number of customers, and seasonality affect future work volumes they have no way to assemble this information, apply it in a logical manner, and evaluate the degree of its influence.

Solution
Service Suite Forecasting enables accurate and transparent predictions of future field work demand, including the ability to learn from past events, evaluate and apply factors that influence workload demand. Forecasting is continuously refined and validated on historical data as it accumulates in Service Suite.

Service Suite Forecasting provides a force-to-load dashboard that compares the forecasted demand, known future demand, and known future resource capacity. This allows planners to recognize and resolve imbalances between planned resource capacity and forecasted workload.

End-to-End Integrated Workflow
Key Benefits

Reducing Costs While Increasing Customer Service

- Save time: Forecasting is integrated with the Service Suite core system, eliminating the need for manual input into spreadsheets.
- Reduce overtime and contractor usage. Create a resource plan based on forecasted demand, known future work, and known future resource capacity, ensuring sufficient resources are scheduled for expected work.
- Customer service improvements: Correctly size resource capacity to meet customer and maintenance program commitments and have resources available to respond to emergencies.
- Optimize workforce sizing/distribution: Perform better long/mid-term resource planning with an accurate and reliable prediction for future workload demand.

See More, Control More

- Easily apply and evaluate a variety of factors which will refine and improve the predicted forecast including:
  - Built-in to Forecasting, including day of week and time of day
  - Externally sourced, such as weather
  - Unique business practices and needs (e.g. promotions)
- Easily share information among senior management, scheduling management, schedulers, and operators through personalized reports, web pages, and graphs.
- Increase employee satisfaction with the ability to grant or decline vacation requests with a rational explanation. Give staff advance notice of changes to working areas.
Key Features

- Reliable and accurate forecasting - Forecasting uses advanced neural network technology which automatically learns businesses demand patterns, recognizes relationships, and then applies this knowledge to produce accurate workload demand forecasts. Forecasting trains and learns on historical data, rather than being programmed.

- Fully integrated with the Service Suite Workforce Management system, which automates data capture, processing and transfer to Forecasting, ensuring the data is accurate and complete.

- Flexible Driving Factors: the neural network algorithm learns the pattern of workload demand from numerous variables including day of week, time of year, weather (such as min/max temperature and rainfall), and user-defined inputs such as number of customers or subscribers.

- Configurable Reports: While the Forecasting application provides full graphing functionality, users can also export a forecast to Microsoft Excel, Microsoft Access, or HTML to share information.

- Automated Forecasting: Forecasting provides both event-driven and time-based task automation. Event-driven automation enables users to schedule data acquisition, prepare forecasts, and distribute results whenever new data is made available to the system. Users can also schedule tasks to run at a specific time on one or more days.