CLIENT IMPACT STORIES

IMPROVE STAFF ASSIGNMENT AND SCHEDULING WITH ADVANCED FORECASTING

THE BUSINESS CHALLENGE

Current economies create extremely variable work volumes. Staff planning teams face volatile market dynamics, uncertainty in demand, promotions from suppliers or competitors, and complex workforce requirements. This challenges the balancing act between optimal productivity, unnecessary costs, and employee satisfaction. To ensure optimal service provision, managers tend to overstaff tasks, causing inefficiencies and creating unnecessary costs. Simultaneously, to augment productivity, managers are eager to keep employee numbers to a minimum, which can cause delays or damage service quality, ultimately impacting customer satisfaction, company image, and ultimately profit margins. To not only cope with, but also master this challenge, companies require more sophisticated analytics solutions than standard off the shelf planning tools.

THE SOLUTION

Thus, we developed an AI tool that could predict demand and its associated required manpower, several weeks in advance. The tool does so by analyzing:

- **Internal data**: historical sales and operational data, supplier information, place of service deliveries etc.
- **External data**: calendar information, weather data, special events (Black Friday, Christmas), product promotions or even macroeconomic indicators

The solution produces accurate and comprehensive predictions by understanding underlying patterns in the data, finding hidden correlations and deriving the importance of each variable. The forecasted workload demand at different aggregation levels is then translated into concrete workforce requirements. Envisioned to effectively be the cardinal point for a company's operational workforce optimization, this “AI Staffing Assistant” provides situational awareness of the past, present and future workload and workforce, to finally be displayed on our custom web application or integrated into a company's database or ERP system.

MEASURABLE IMPACT

- **>15%** Forecast improvements
- **2.4%** Operational workforce cost savings

Want to know more? Contact us at contact@visium.ch or visit www.visium.ch