Mathematical Optimization for Smart Workforce Operations

Productivity improvements of 20%-30% through optimal workforce design, demand forecasting, task planning and real-time dispatching

Global partners who trust our solutions

Our global customer base is made up of market leaders in different industry sectors - facilities, field services, government services, call centers. We have a track record of successful deployments across the globe.

⦿ DEPLOYMENTS
⦿ CUSTOMERS

Workforce solutions that cover all planning horizons

Strategic Workforce Optimization

- Define ideal workforce design: size, shifts, skill set
- Identify skills and workload to be subcontracted
- Perform scenario analysis, for example, new service, employees absences

Tactical Workforce Planning

- Define optimal plans for the coming month(s)
- Optimally distribute recurrent tasks to cope with unexpected events
- Forecast reactive workload for each skill

Operational Workforce Scheduling

- Assign jobs to employees to minimize unproductive time (travel, idle)
- Adjust in real-time to cope with unexpected events
- Predict short-term reactive workload

Example of industries that greatly benefit from smart workforce solutions

Utilities **Facilities** **Field Services** **Call Centers** **Retail and Distribution** **Healthcare and Homecare** **Fast Food**
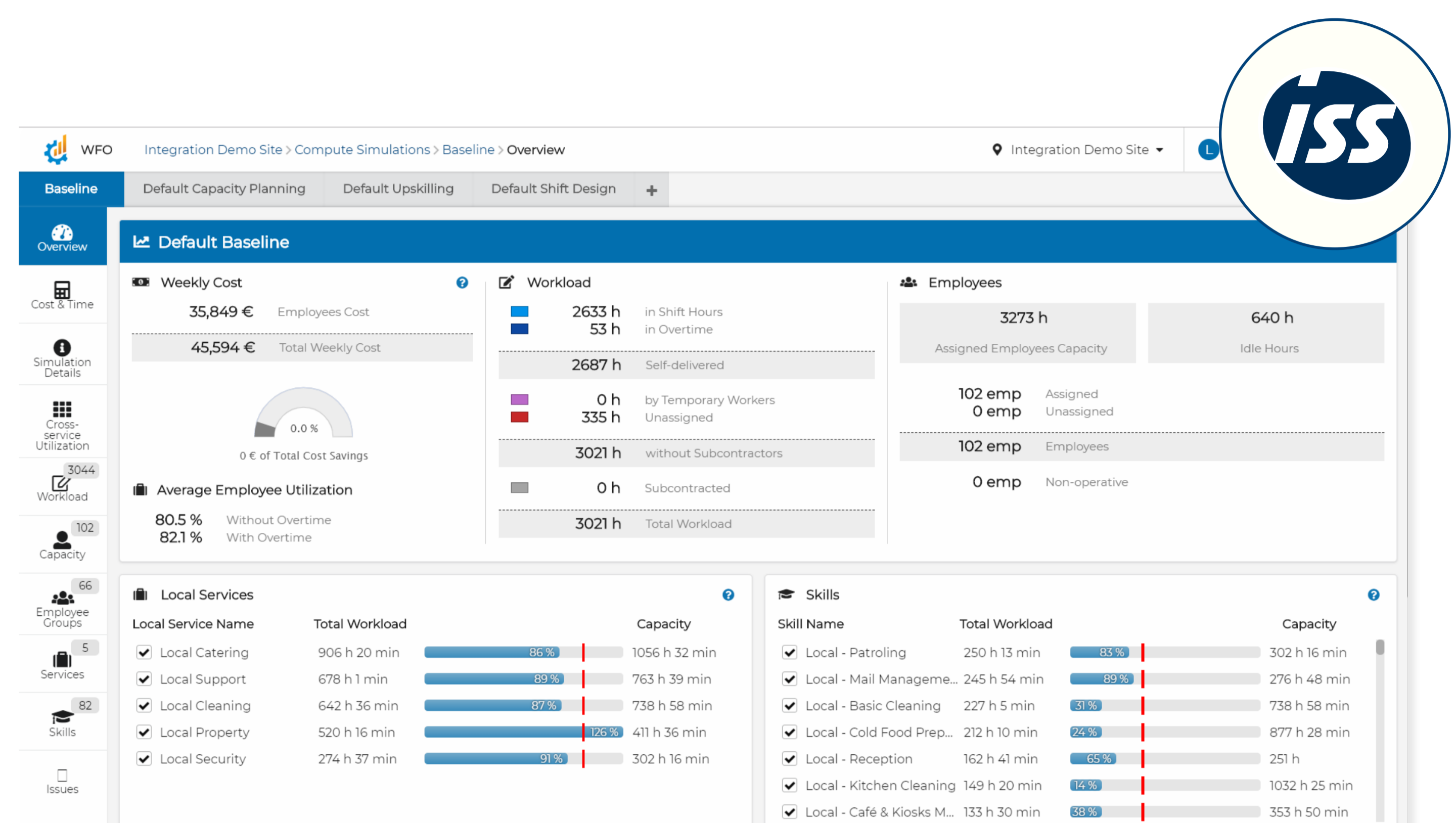
DecisionBrain™

Helping Leading Service Companies Increase Their Productivity and Efficiency

Up to 30% productivity and efficiency improvements

Case Study: ISS Worldwide

15% Cost Reduction Through Strategic Workforce Optimization
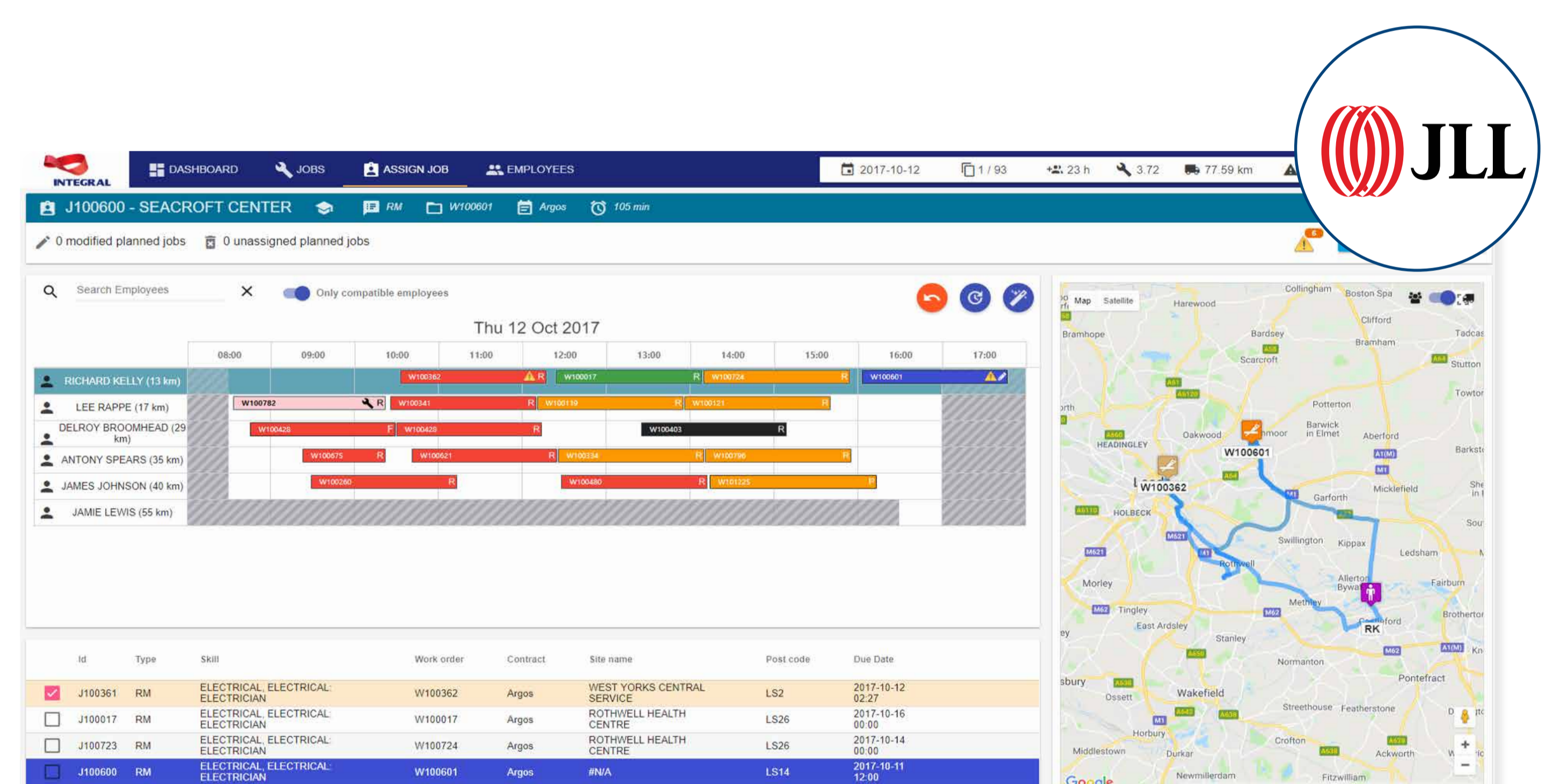
- Create full transparency on tasks performed by each team
- Adjust task assignments to avoid imbalance
- Promote upskilling to leverage synergies across services
- Increase self-delivery and optimize subcontracted workload

Case Study: JLL & Integral UK

30% productivity improvement through Optimized Scheduling and Dispatching

- Assign tasks to technicians to minimize travel/idle time
- Allow planners to focus on proprieties with an intuitive UI
- Adjust the plan in real time in case of emergencies
- Provide a collaborative platform for planners

Case Study: Serco London Cycle Hire

Increase users' satisfaction through Demand Forecasting and Operational Optimization

- Provide an intuitive platform that allows planners to quickly identify priorities and act to avoid empty or full stations
- Forecast upcoming pick-ups and drop-offs at each station
- Optimally schedule and assign maintenance jobs to mobile technicians

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