

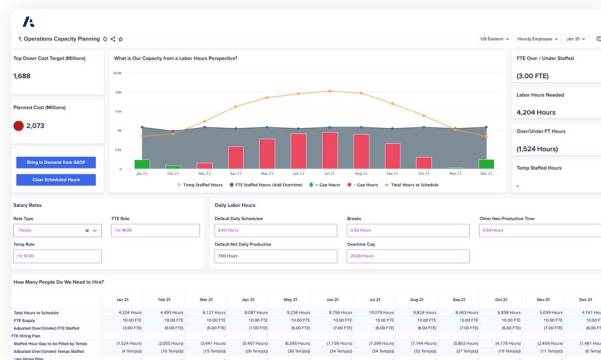
Capacity planning and optimization

Anaplan for HR and workforce



Anaplan for Workforce Planning – Capacity Planning and Optimization provides a connected platform where operational leaders can plan for appropriate workforce capacity. You can optimize your staffing to minimize your labor costs and meet anticipated levels of business demand.

With Anaplan, you have the power and flexibility to model and shape your staffing levels to manage fluctuations in business demand. You'll deliver a consistent, high-quality customer experience across your front- and back-office operations, sales, services, contact centers, projects, IT, and any other segment of your workforce.



There's a better way to plan

Anaplan is a purpose-built platform that connects your people, data, and plans to deliver a unified, real-time, cloud-based environment to optimize planning. With Anaplan, you'll democratize decision-making across all your business units and activities. Leveraging the speed and scale of the platform gives you a nimble, intuitive, and secure way to collaborate. You'll be able to drive faster and more accurate decisions, from the strategic level to the operational level.

CUSTOMER STORY



With 3,500 staff across 29 sites, South Central Ambulance Service NHS Foundation Trust (SCAS) is responsible for delivering ambulance and emergency services in 6 counties in southern England.

Delivering an effective emergency response demands that trained people answer emergency calls when they arrive. The right people and equipment must be in the right place at the right time to ensure the best possible outcomes for patients. To achieve the optimum balance between resource capacity and demand, SCAS predicts the number of daily calls they'll receive and uses that data to allocate staff.

With Anaplan, SCAS can forecast demand for their services and create workforce plans to ensure appropriate staffing. These capabilities boosted their efficiency, increased accuracy and agility, and improved their response to unexpected events.

Results:

- Ability to analyze workforce plans in 15-minute increments lets SCAS adapt quickly to sudden surges in demand.



With Anaplan, having a better forecast helps us mitigate risk, particularly around spikes in demand."

David Webb

Head of Forecasting, SCAS

Solution details



Workforce capacity and demand alignment

- Take in contact center, production, project, logistics, sales, and other data to create your demand–workload forecast. Analyze labor trends against your transactional volumes over time to forecast required capacity and skill levels for future periods.
- Develop granular operating models, which can be daily or event-based — measuring transactions and labor at the lowest-level drivers available (e.g., average hold times, sales at cash register, or labor-based, on-time system capture) and at small time intervals (seconds).
- Assess against external factors (such as weather and traffic) statistically, then project forward to predict your required staffing levels.
- Calculate existing labor capacity — integrating actual labor data from your workforce management system to calculate the real utilization rate — and inform workforce scheduling and allocation.



Labor cost optimization

- Connect labor costs with production or service data to accurately determine the cost to service your customers.
- Accommodate various activity-based costing methods and show detailed margin calculations.
- Visualize the cost impact of overstaffing and understaffing.
- Optimize your workforce costs with the ideal mix of employees and agency/contract workers.



“What-if” scenario modeling

- Model and compare various scenarios and immediately see the impact on your headcount, cost, and productivity KPIs and forecasts.
- Analyze the effect of any number of internal or external changes, drivers, and assumptions.



Reporting, analytics, and visualization

- Leverage dashboards, reporting, and analytics with data visualization to analyze your workforce and cost data.
- Create highly formatted reports to inform decision-making at all levels of the organization.
- Use native capabilities for data aggregation to understand the big picture and drill down into the details to understand the underlying factors.
- Maintain a history of your data changes for auditability through effective dating and versioning.



Integration and data hub

- Integrate HCM/HR, workforce management, CRM, finance, operations, and other systems of record seamlessly, using pre-built connectors or third-party ETL tools.
- Manage your workforce data plans, as well as hierarchies, in a centralized data hub.
- Enrich your data with information from your data warehouse, third-party benchmark providers, and spreadsheets.

Key Benefits

- Improve planning for your staffing capacity to match your business demand and reduce overstaffing and understaffing.
- Provide visibility into labor costs and increase transparency and trust in your data and calculations.
- Evaluate different scenarios to understand the future impact of your staffing decisions.
- Design forward-looking strategies and plans while aligning with operational targets and budgets.
- Anticipate change and adapt workforce capacity plans to shifting demand and other external conditions.
- Improve your workforce planners' efficiency and scheduling.



The Anaplan platform offers

- **"What if" scenario and multi-dimensional modeling**, powered by our patented Hyperblock® calculation engine, producing ultra-fast calculations at unprecedented scale so you can anticipate market changes.
- Built-in dashboards, reporting, and analytics with data visualization providing **a single source of truth** on business performance.
- **Collaborative and agile planning** across Sales, Finance, Supply Chain, HR, Marketing, and other business units.
- Best-in-class **security and compliance** with role-based access control, user management, SSO support with SAML 2.0 compliance, and data encryption.
- **A highly extensible ecosystem** — collect and analyze data in a single location using APIs, ETL connectors, and built-in integrations with other solutions.

About Anaplan

Anaplan is the only scenario planning and analysis platform designed to optimize decision-making in today's complex business environment so that enterprises can outpace their competition and the market. By building connections and collaboration across organizational silos, our platform intelligently surfaces key insights — so businesses can make the right decisions, right now.

More than 2,500 of the world's best brands continually optimize their decision-making by planning with Anaplan.

To learn more, visit www.anaplan.com