

## **Cycle Time Tracker & Staffing Planner™**

**Increase resource utilization and maximize service levels**

Spinnaker Analytics' **Cycle Time Tracker & Staffing Planner** utilizes predictive analytics to forecast work volumes across all channels and align resources to effectively manage workflow and service levels. Based on historical data, business leaders can obtain accurate forecasts of work loads for the next day, week, month or quarter or year. The model then creates the optimal staffing models to meet target cycle times and performance levels.

Business managers can utilize brilliant and compelling graphics to review trends in work volumes, cycle times and backlogs on a day-by-day, week-by-week or month-by-month basis. The **Cycle Time Tracker & Staffing Planner** lets you drill down to review individual performance. A comprehensive performance scorecard is a key feature that reports service quality based on multiple evaluation factors and weightings that can be specified by the management team. Finally, based on competency levels, scheduling requirements and distributed workloads, the manager can model changes to work teams and optimize the effectiveness of the workforce.

The **Cycle Time Tracker & Staffing Planner** application can be customized to meet your specific business needs and address new service requirements associated with your department. Based in Excel, this analytical application is easy to use, yet can provide you with an indispensable tool to better track and manage the operational performances in your business unit.

*"This tool has substantially increased our leverage of scarce resources while differentiating our customer service in the marketplace."*

- COO, Leading US Carrier

**Predictions of work volumes** and cycle times by work-types and stages

**Dynamic assessment tool** for performance monitoring

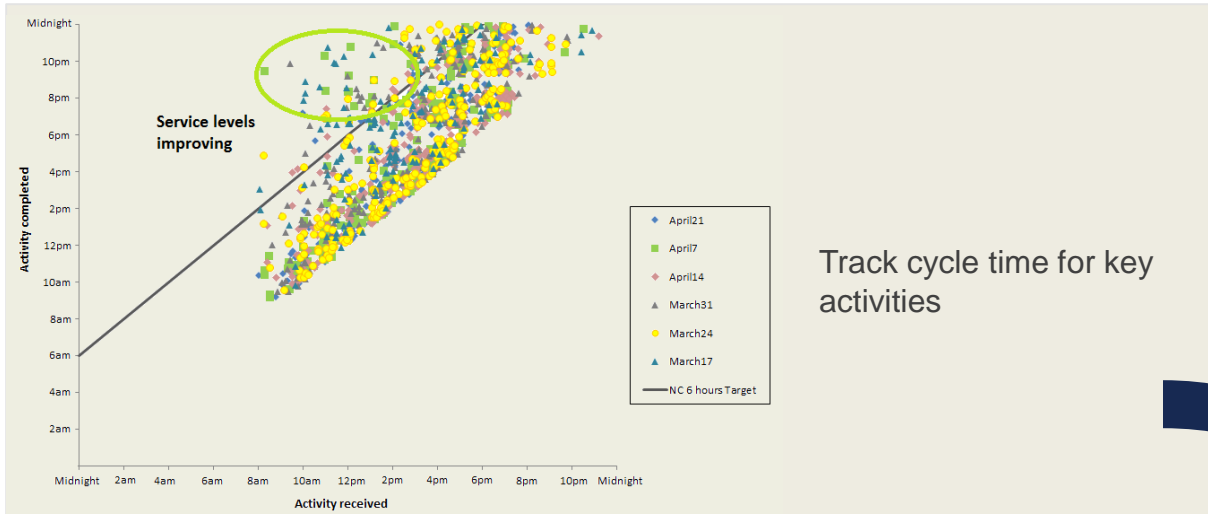
**Individual performance scorecards** based on management criteria

**Smart graphics** for viewing business patterns and trends of work volume, service levels and backlogs

**Optimized resources and service levels** based on modeling of all incoming work flow across channels

# Cycle Time Tracker & Staffing Planner™

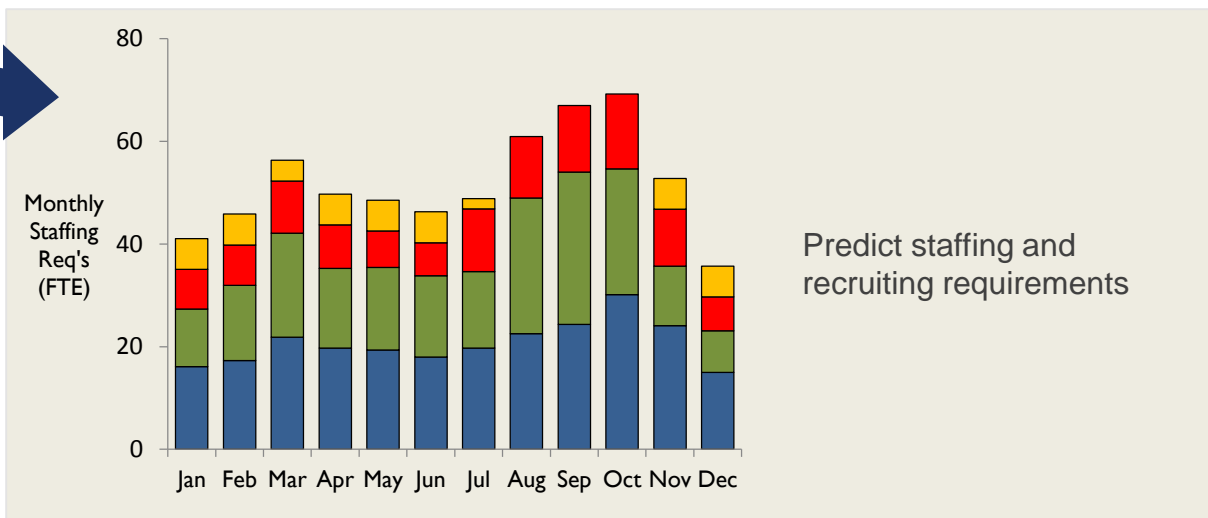
## Executive Dashboard (ILLUSTRATION)



Align talent development with skillset gaps

Resource Name	Skill-set Coverage								Total
	Seg A	Seg B	Seg C	Seg D	Seg E	Seg F	...	Seg n	
Resource 1	0.5			0.5					1.0
Resource 2		0.75						0.25	1.0
Resource 3	1								1.0
Resource 4			0.5	0.5					1.0
Resource 5		1							1.0
Resource 6				1					1.0
Resource 7						1			1.0
Resource 8						0.5		0.5	1.0
...									
Resource n						1			1.0
<b>Total FTEs</b>	1.5	1.75	0.5	2.0	0	2.5		0.75	9.0
<b>Required FTEs</b>	2	1	1.5	2	2.5	2		1	12.0
<b>Surplus / (Shortfall)</b>	(0.5)	0.75	(1.0)	0.0	(2.5)	0.5		(0.25)	(3.0)

■ Primary Skill (core expertise) 
 ■ Secondary Skill (familiar/proficient with)



### About Spinnaker Analytics

Spinnaker Analytics builds highly accurate predictive models. We combine historical business data and robust algorithms with our domain expertise to create customized solutions. The result: accurate forecasting and superior decision making.