

Resource and Skillset Navigator™

Quantify key drivers of work and optimize staffing requirement for any function

The realities of servicing multiple business channels and geographies requires organizational focus on improving service levels while reducing ongoing costs.

Spinnaker Analytics' **Resource and Skillset Navigator™** utilizes predictive modeling techniques to enable leadership to optimize their staffing resources in an evolving environment. Our **Resource and Skillset Navigator™** predicts future work volumes across all business lines and aligns resources to effectively manage workflow and service levels. Functional leaders can create accurate forecasts of work loads for designated time frames (e.g. daily, weekly, monthly, quarterly or annually). Spinnaker's solution also provides the optimal staffing requirements to meet target processing times and required performance objectives.

The **Resource and Skillset Navigator™** leverages insightful graphics to illustrate trends in work volumes, processing times and backlogs by work type on a daily, weekly or monthly basis. It also provides the flexibility of incorporating a variety of corporate initiatives and goals (e.g. automation, outsourcing) for business leaders to adjust staffing requirements. At a granular level, the **Resource and Skillset Navigator™** creates a comprehensive skillset map of current resources and identifies key individual performance levels and potential improvements to workforce efficiency and effectiveness. Another key feature is the performance scorecard which identifies service level quality improvements based on multiple factors and weightings that can be specified by your management team. Based on competency levels, scheduling requirements and distributed workloads, management can model changes to work teams and optimize the effectiveness of the workforce.

The **Resource and Skillset Navigator™** application can be customized to meet your specific business requirements. It can also be used to monitor outsourced, offshored or vendor service levels as well as in-house performance levels.

"Utilizing our work drivers to estimate staffing levels have been a powerful tool with organization wide application"

- CFO, Leading Financial Service Company

Predict work volumes and cycle times by work type and status

Recommend staffing requirements to support on-going work volumes

Create individual performance scorecards based on management criteria

Accurately assess vendors with regular performance monitoring

Identify business patterns and work volume, service level, and backlog trends

 **Optimized resources and service levels**

Resource and Skillset Navigator™

Operational Volumes	Productivity Benchmarks
HR Database (Current Staffing)	External Factors (e.g. regulatory Impact)



Staffing Analytics Control Engine



Executive Control
Strategic Levers
Sourcing
Automation
...

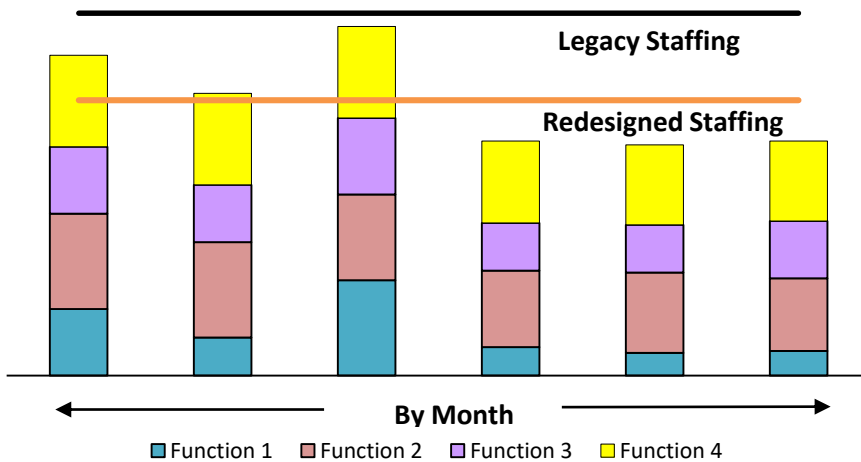


- Create a comprehensive current skillset map
- Capture resources allocation / coverage by location, function, and project
- Identify key performance indicators at individual level

	Staff 1	Staff 2	Staff 3
Skillset 1			
Skillset 2			
Skillset 3			



Monthly Resource Requirements



- Establish a multi-year dynamic resource model with scenario planning levers
- Quantify resource requirements by month, region, and function
- Set productivity targets tailored to specific function, role and adjusted for seasonality

About Spinnaker Analytics

Spinnaker Analytics builds highly accurate predictive models. We combine historical business data and robust algorithms with our deep domain expertise to create customized solutions. The result: accurate forecasting and superior decision making.
website: www.spinnakeranalytics.com • email: info@spinnakeranalytics.com