Service Level Optimizer™

Improve customer satisfaction by optimizing your service times

In today's increasingly competitive business environment, firms are seeking ways to optimize their resources and reduce costs while improving customer service and satisfaction. Adding to the challenge, many companies have multiple business channels they serve and a mix of in-house and external resources that they must try to optimize in order to reduce cycle times and operational costs.

Spinnaker Analytics' **Service Level Optimizer** predicts work volumes across channels and aligns resources to effectively manage workflow. Based on historical data, staff leaders can obtain accurate forecasts of work loads for the next day, week, month or quarter or year. With simple graphing tools, the business manager can view trends in work volumes, cycle times and backlogs by stages and work-types on a day-by-day, week-by-week or month-by-month basis. The **Service Level Optimizer** lets you drill down to review individual performance levels.

The **Service Level Optimizer** can be used to monitor outsourced, offshored or vendor service levels as well as in-house performances. Based on 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 had a tremendous impact in helping us organize our internal and external services teams. We can now meet heavy work volumes while maintaining service levels."
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> - VP, Call Center, Leading US Carrier

Predict work volumes and cycle times by work-types and stages

Monitor and evaluate vendors for service levels

Evaluate individual performance based on management criteria

Optimize resources and service levels through peaks and troughs in work volume

✓ **Improved customer satisfaction and service**

Customizable Products & Solutions

▁▃▅▇ Sales & Marketing Suite

Sales Force Builder
Optimize your sales force, identify territories with maximum sales opportunities, and capture profitable markets to accelerate revenue growth

Channel Optimizer
Assess the effectiveness of your distribution channels and optimize your channel mix for profitable revenue growth

Strategic Customer Profiler
Analyze customer behavior patterns, identify your most profitable customer segments, and pinpoint retention drivers

⚙ Operations & Personnel Suite

Financial & Operational Planner
Predict expenses, evaluate scenarios, assess the impact of new initiatives on unit costs, and analyze expense & variance drivers

Service Level Optimizer
Assess service performance and align staffing with service levels and work volumes to effectively manage staff, workflow, and service

Resource & Skillset Mapper
Align staffing and skillsets with clearly defined roles and responsibilities to ensure appropriate application coverage

💼 New Business & Underwriting Suite

Case Prioritizer
Prioritize your incoming applications to maximize placement rates, optimize underwriting, and increase profitable sales

Med Fees Predictor
Accurately forecast your medical fees, identify emerging shifts in channels and customers, and improve vendor governance

Cycle Time Tracker
Identify processing gaps and delays caused by handoffs, rework, unbalanced work volumes, and more to reduce overall cycle time