

ClickSoftware
Making Service Click

ClickPlan

Walking the Line with
Effective Capacity Planning



...Keep Your Balance



ClickPlan

Capacity planning is, in a sense, very similar to walking a tightrope. Walk the line, and things are alright. One mis-step, however, and a company finds itself contending with costly capacity shortages or overages. While the example may be a bit dramatic, the consequences of poor capacity planning on the day of service are all too real. Poor planning can lead to high costs of overtime, low utilisation and missed SLAs.

Accurate capacity planning, on the other hand, can improve an organisation's customer service levels while effectively utilising the company's budget and resources. A good capacity plan ensures that the company has just enough resources with the right skills in a given territory at the right time to provide maximal demand coverage and resource utilisation at minimal cost to the organisation.

But service managers need not agonise over capacity planning decisions—not when ClickSoftware's ClickPlan solution is designed to help them make good decisions each step of the way. Developed particularly for the service industry, ClickPlan enables service managers to effectively plan for optimal demand coverage on the day of service.



What Is ClickPlan?

ClickPlan is a ClickSoftware application that enables service organisations to make both long-term and short-term capacity planning decisions based on input from service demand forecasts. In short, ClickPlan ensures that an organisation has just enough resources with the right skills in a given territory at the right time to have maximal demand coverage and resource utilisation at minimal cost to the organisation.

ClickPlan enables service managers to effectively plan for optimal demand coverage on the day of service.



ClickPlan, like all the products in ClickSoftware's ServiceOptimization Suite, fully integrates with the other products in the Suite.



Based on service demand forecasts, ClickPlan performs gap analyses to identify capacity shortages or overages in a given territory at a given time for a given demand type. ClickPlan then facilitates decision making regarding the best way to close the gap between forecasted demand and current workforce capacity. In doing so, the application considers many factors when determining optimal staffing levels. These factors include defining the optimal skill mix, training programs, temporary and/or permanent relocations, vacations/non-availability, subcontractor usage, overtime usage and expected demand backlog.

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Features

- Gap analysis
- Work hour planning
- Decision support for:
 - Adjusting staffing levels
 - Optimising skills mix
 - Instigating training programs
 - Effecting permanent and temporary relocations
 - Managing vacations and non-availability
 - Managing subcontractor and overtime usage
 - Managing backlog
- Offline mode allowing long operations to be run and completed overnight or out of working hours
- Ability to see the derived cost and revenue (or the balance) of each plan
- What-if scenarios
- Multilingual support

Benefits

- Enables optimal demand coverage and resource utilisation at minimal cost
- Prevents shortages and/or overages in capacity
- Enables optimal scheduling
- Ensures decision continuity across the organisation from the strategic plan to the tactical plan to scheduling

The world's leading service organisations recognise that in order to provide world-class service, operating over or under capacity is not a sustainable business model. Don't become the victim of another high wire mis-step.

ClickPlan. Keep Your Balance.

About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time decision making, incorporating scheduling, mobility

and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.



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