

# Dynamic Resource Planning



Dynamic Resource Planning ensures the right resources are in the right place at the right time

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The pressure is mounting on policing costs: how can you make better use of available resources?

Are you trying to meet service levels in your call centre whilst improving contacts with the public? How can you raise standards while becoming more efficient?

How can you become more efficient by predicting demand in an unpredictable world?

## Management Challenges

In the coming years, the government will progressively reduce central funding to police forces to drive efficiency gains. It will want Forces to do more with less, and yet they will also want to see key performance indicators moving ahead at the same time.

This combination of rising public expectations, stricter government targets and irresistible downward pressure on costs presents police forces with one of their most difficult challenges: delivering results and finding new ways to make much better use of available resource.

This factor is also a key part of building better relationships with the general public, whose attitude to the police is often strongly coloured by the way in which contacts are handled. It could be a general enquiry, reporting of a crime or an emergency. In all cases they want fast, effective, expert response.

## Dynamic Resource Planning

Police forces have an absolute requirement for systems that allow for, and support dynamic changes in staffing levels in order to deal with current demand. They need to take all relevant factors into account, including:

- Current demand levels and response times.
- No shows, scheduled meetings and unscheduled demands on staff time.
- Total staff availability, overspill options and all relevant cost implications.

The key to effectively managing resources in this environment is the ability to make dynamic decisions as the situation changes throughout a shift pattern. To do this managers must be able to do this in a way that does not undermine their budget assumptions. They need to identify the most time-efficient, cost-effective solution at all times- dynamically.

## Optimising Resources

Unisys can help police forces achieve performance breakthroughs and overtime reductions through effective implementation our Dynamic Resource Management solution, based on GMT's Planet software.

This solution provides the functionality needed to optimise staff utilisation and the responsiveness needed to deal with even the most rapid changes in operational needs.

That makes it possible to:

- Monitor and calculate staffing requirements based on service level, average speed to answer or both.
- Provide true demand-based scheduling, including shifts, team-based schedules and forecasted no-shows.
- Forecast call volumes based on time increment and average call time, with seasonality factors and long-term trends automatically included.

- Incorporate a wide range of additional factors, such as meetings, administration and a combination of inbound and outbound calls.
- Analyses schedule efficiency and workload fit, enabling fast updates to improve resource utilisation.
- Manages all the rich functionality of the solution through an easy to use, real time interface.

The Resource Management solution is a complete approach to time and resource management for an entire police force covering all aspects of contact management.

## Comprehensive and Proven

Dynamic Resource Planning from Unisys brings together a more comprehensive range of features than in any comparable system. They enable management to:

- Plan the most appropriate mix of employees for the expected levels of activity.
- Carry out long-term FTE planning, combined with just in time employee management.
- Detailed cost analysis and paid time off management.
- All managed from a central “mission control”: the ultimate contact centre management tool.

Our solution provides forecasting and scheduling on a force-wide basis, displaying multiple skills per employee, so reflecting the real status of available capabilities in the force.

Each force is given access to a reporting and management approach based on the exact structure and complexity of their own organisation. This makes scheduling and forecasting realistic and reliable, while also ensuring a consistent approach in each contact centre.

The solution is designed to reduce time spent on routine administration, ensure effective access management and simplify management. Employee empowerment is also

built-in, enabling personnel to manage many aspects of their own shift patterns, while making sure that managers have right of approval on each proposed change.

## Success in Action!

The Dynamic Resource Planning solution is proven, having been implemented by South Yorkshire Police.

The chosen approach has helped to ensure understanding and acceptance from employees; to develop the capabilities needed to manage the new systems and to align processes and functions around the new technology. The result has been strong employee support and fast implementation of a solution that is already delivering measurably better results.

## About Unisys

Unisys is a worldwide systems integrator specialising in information technology services and solutions. We offer an end-to-end portfolio of value-based solutions led by our competency in consulting and systems integration, outsourcing, network services and security, combined with leading enterprise-class server and related technologies.

We work with over 300 law enforcement agencies worldwide. In the UK, we have worked closely with police forces across the country for almost 20 years. We have a track record of delivering effective solutions based on understanding the challenges facing policing professionals today.

## Benefits

- Integrated access to intelligence using golden nominal framework.
- Improved operational efficiency and effectiveness.
- NIM Compliance.

## Client References

- South Yorkshire Police, UK.



Unisys is an accredited supplier on the OGCBuying.solutions Catalist Framework



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