

Workforce Management

Our Workforce Management services enable clients to develop and execute optimized workforce programs that drive significant improvement in productivity, efficiency, and profitability, while delivering an exceptional customer experience. Our workforce specialists have extensive cross-industry experience in both building optimized WFM frameworks and managing WFM operations through our Workforce as a Service® program (WFaaS®).



Solutioning WFM Challenges

Our extensive WFM experience has revealed the challenges experienced most frequently by businesses of all sizes, ages, and industries. We have successfully helped our clients meet their service level goals while creating cost savings through our WFM and WFaaS® services.

- Rising Operational Costs
- Customer Satisfaction
- Unmet Service Levels
- Employee Experience
- Inaccurate Forecasting
- Reporting Inefficiencies

Superior Workforce Management Ownership

When you work with Insite, we partner closely to understand the ins and outs of your operation. We operate as an extension of your business, not a third-party vendor, so we know you, your team, your processes, and your goals and we are committed to your success.

Insite Account Support

- ✓ End-to-end WFM management
- ✓ Decades of experience in WFM and analytics
- ✓ Proprietary and client-customized forecasting tools
- ✓ Business case production
- ✓ Continuity of execution across channels
- ✓ In-office, remote, and hybrid workforce recruitment, onboarding and management
- ✓ WFM education
- ✓ Alignment on goals
- ✓ Support through organizational scaling

Distinguish Your Operation With Custom WFM Solutions

Our Workforce as a Service® and Workforce Management services enable cultivation of an outstanding customer experience while achieving unprecedented efficiency and cost savings.

✓ **Workforce Management**
We begin with a current state assessment of the five critical elements of your WFM system: long-term forecasting, capacity planning, short-term forecasting, scheduling, and intra-day management. From there, **we provide clients with proprietary and customized tools and methodologies designed to meet their unique operational needs. This empowers clients to confidently implement our solutions** to optimize their WFM practices.

✓ **Workforce as a Service® (WFaaS®)**
Following a thorough current state assessment, our **WFM specialists develop, execute, and maintain forecasting and capacity planning activities** to deliver unprecedented customer service, and efficient operational performance.

Scan the QR code to learn how Insite brings excellence to organizations just like yours.

See how we leveraged workforce management and forecasting methodologies to help the world's largest domain registrar and web hosting company optimize efficiencies, significantly expanding capacity without increasing staffing.



WFaaS® Process Steps

Our process for determining your near and long-term workforce requirements marries your historical data with our expert knowledge of WFM best practices to determine the most efficient and optimal staffing plans.

Step 1: Data Analysis & WFM Assessment

Deep dive collection and analysis of data to determine current state, areas of opportunity, and our recommendations for optimizing performance.

Step 3: Capacity Planning

Analysis of industry trends, and Insite recommendations for driving staffing efficiency and actions to meet targets. Weekly capacity plans detailing data and monthly schedule shells.

Step 2: Forecasting

Production of weekly near-term forecasts, monthly intraday plans, and long-term monthly forecasts for a rolling 12 months at the start of each calendar year.

Step 4: Weekly & Monthly Business Reviews

Weekly and monthly informational data decks provided to leadership to educate and guide staffing changes and real-time management opportunities. Actionable reporting that visualizes industry trends, current status, projections, and critical KPIs.

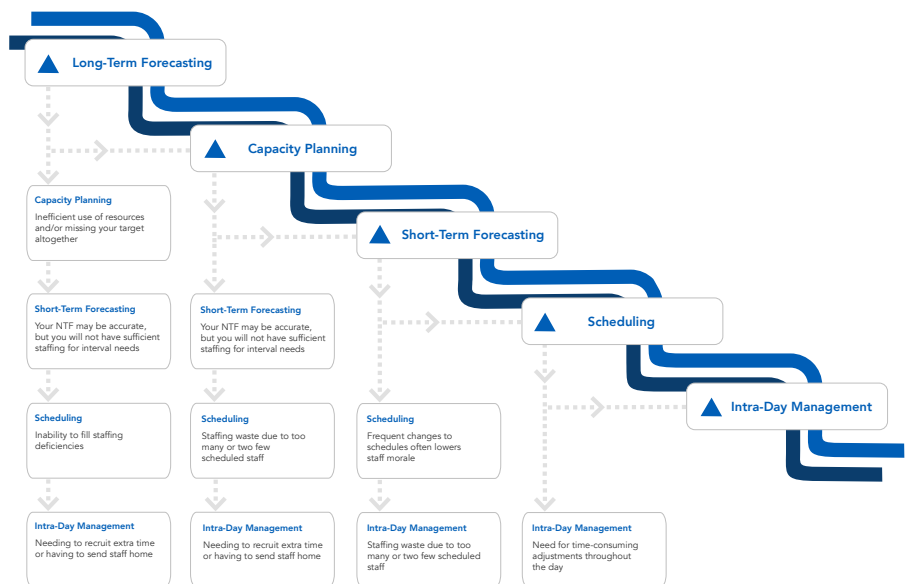
WFM Capability Model

Our WFM Capability Model illustrates the series of practices that when implemented, can drive your operation's WFM program to the forefront of your industry. In determining how your processes measure up against other top performers, we identify and prioritize the exact process steps and resources that your operation has already optimized as well as the opportunities for advancement.



Our Workforce Waterfall Methodology

The Workforce Waterfall illustrates the five critical elements of a successful WFM strategy and how inefficient workforce practices have a negative downstream impact on the other critical functional processes. Insite enables clients to implement a precisely calculated WFM plan to properly manage each function and their dependencies. By prioritizing all factors of the Workforce Waterfall, we ensure all factors are prioritized to optimize performance today and plan efficiently for the future.



200%

Increase in Productivity Rate

Our proprietary staffing calculation tool produces forecasting twice as accurate as traditional Erlang calculation models, creating 2x the cost savings.

\$540k

Increase in Volume Handled YTD

Within one year, our staffing model helped reduce excess shrinkage and occupancy while meeting customer demand and increasing CSAT.

44.6x

Increase in Quality Assurance

Accuracy of our advanced forecasting model created unprecedented savings for our client, producing 44.6x ROI within 1 year of execution.