

CAPACITY PLANNING

CAPACITY PLANNING IS ESSENTIAL TO ENSURE YOUR FIRM IS ABLE TO MEET OPERATIONAL REQUIREMENTS - BOTH PLANNED AND UNFORESEEN - WITHOUT LEAVING YOUR BUSINESS UNDER OR OVER RESOURCED.

Firms face continued pressure to ensure efficient operations and manage resource costs effectively.

Developing a robust approach to capacity planning is key to addressing this challenge, and to ensuring an efficient and effective end-to-end customer experience.



WHEN DONE WELL, CAPACITY PLANNING ENHANCES A FIRM'S CAPABILITY TO MANAGE ITS WORKLOAD EFFICIENTLY.



BUILDING A ROBUST CAPACITY PLANNING MODEL

We can help solve your capacity planning problems by embedding an effective resourcing model and mobilisation plan in your firm. This involves building bespoke capacity plans or reviewing and validating your existing plan.

In both instances, our approach to capacity planning incorporates an end-to-end journey and is tailored to your firm's needs. We will:

- Take time to understand your requirements to ensure we are aware of any issues you face or need to consider
- Gain an understanding of the current end-to-end process and all impacted areas
- Assess relevant management information to validate any assumptions used
- Create a plan / enhance the existing plan to ensure it is robust and fit for purpose

We can also assess the robustness of your plan by testing it against a number of scenarios to see how your firm is likely to react, and your resource is likely to cope, if specific eventualities were to occur. We look at a range of relevant and specific "what if" scenarios, for example, how would a certain percentage uplift in complaints over a set period of time impact the business, or how would a certain rate of staff attrition affect operations.

GET IN TOUCH

Contact the team to discuss how we can help you embed a robust capacity planning approach.

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THE BENEFITS OF EFFECTIVE CAPACITY PLANNING



INCREASED CONFIDENCE

Management have increased confidence in their operational delivery model. They are provided with assurance that their firm has realistic and achievable plans in place - and are able to meet customer expectations, internal SLAs (e.g. productivity and quality) and any regulatory requirements. In addition, they have confidence in the firm's ability to deal with any potential unknown issues that may arise.



OPTIMISED USE OF RESOURCE

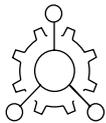
The right level and type of resource is engaged - in the right place and at the right time. We have helped a number of firms track and align resource allocation based on incoming case volumes, enabling them to deliver against regulatory SLAs and within budget.



INFORMED DECISION MAKING

Potential bottlenecks and operational inefficiencies are flagged meaning they can be assessed and dealt with quickly and effectively so they do not cause disruption to the rest of your business or your customers.

WHY HUNTSWOOD



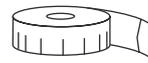
CROSS INDUSTRY EXPERIENCE

With experience across the full breadth of financial services, as well as a range of other regulated industries, we have a clear view of capacity planning best practice which we are able to apply to your operations



CAPACITY PLANNING EXPERTISE

Our dedicated, specialist capacity planning team can guide your firm to make informed resourcing decisions and optimise your use of resource



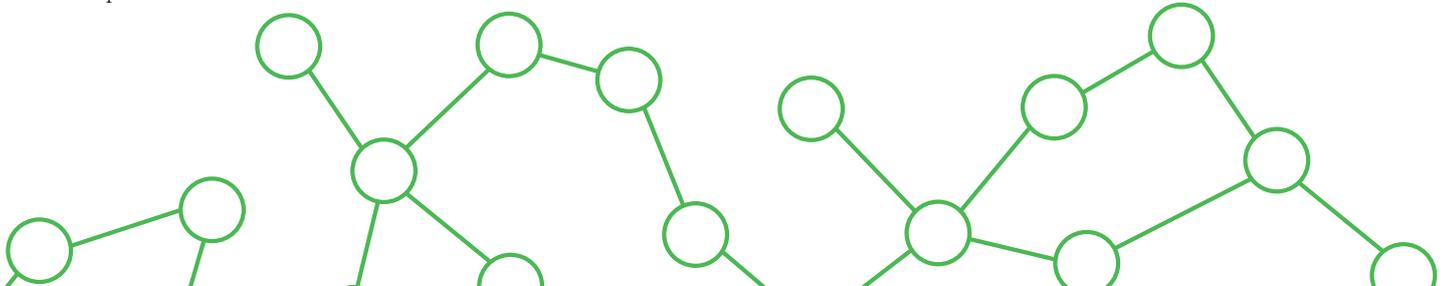
BESPOKE MODEL

We can assess an existing capacity plan or create a new end-to-end plan in a way that is completely tailored to meet your specific needs and requirements



PROVEN TRACK RECORD

We have successfully supported many firms in developing a new robust capacity plan or enhancing their current plans



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