

# TOA Technologies Capacity Planning



## Precision without the Price

Capacity planning means getting the right resources assigned to the right tasks at the right time. Managers and dispatchers face a daily challenge to get these complex moving parts in the right position to maximize their organization's efficiency and deliver optimal customer satisfaction.

TOA's Capacity Planning function can help you optimize your resources. TOA has saved our customers millions of dollars through our unique ability to incorporate real-time data from the field into planning activities.

## The TOA Difference

The TOA system uses performance pattern recognition of mobile employees and analyzes it in the context of real-time performance information from the field to produce accurate and actionable capacity predictions. In that way we can match demand to availability better than anyone else. Plus, TOA's workforce routing engine can schedule 10,000 appointments in less than five minutes. That's less time than it takes to get a cup of coffee.

With algorithms designed to reduce cost by reducing drive time, overtime, and missed appointments, we can customize the workforce routing solution to produce routes that meet your specific objectives and can assign different routing plans simultaneously to different parts of your company.

## What's Really Happening in the Field?

Your ability to accurately plan and allocate resources is dependent on the underlying data that you use to estimate resource requirements. Most organizations have traditionally used a combination of segmentation, guesswork and verification to develop this critical underlying data. The problem is that all of these techniques involve estimates. They are merely approximations or gross averages used to represent very specific circumstances. As such they are intrinsically inaccurate. But they are the best we can do – until now.

Most mobile workforces today are managed on just such a basis. And in doing so they are throwing away significant amounts of money to lost productivity.

To illustrate how TOA can save your organization money, here is an example of how a cable operator may estimate the time to install two classes of data equipment on customer sites:

### Estimated Time to Complete

Technician/ Equipment	Level I	Level II
Cable Modem	20	15
Cable + Voice Modem	N/A	20

## A More Sophisticated Approach

Significant savings can be achieved by using the more granular approach that can be applied by computers. This can be seen by taking a closer look at our previous example.

### Measured Time to Complete

Technician/ Equipment	Tracy (LI)	Jesse (LII)	Pat (LII)	Jordan (LII)	Total Variance (Wasted Productivity)
Cable Modem A	18	14	13	18	8
Cable Modem B	22	12	12	21	14
Cable + Voice Modem A	N/A	25	23	25	13
Cable + Voice Modem A	N/A	17	15	25	13
					<b>48 (19.2%)</b>

Here we can see that there are actually two different types of each of the modems deployed in the field. We can also see that each technician has different skill levels. In this case, our system has captured the actual time that it takes each of our technicians to handle a job involving each of the 4 different types of deployed equipment. The average times are the same as in the first example, *but the detail captured by TOA's Capacity Planning engine shows us that there is considerable variation among installers and types of equipment.*

Looking at just these individual differences, we can see that we have an *accumulated loss of nearly 20% of our mobile workforce productivity* simply because we applied broad averages and did not track and account for individual variations among products and personnel. TOA's Capacity Planning capabilities will help you reclaim that lost productivity.

## The Best Way to Make Money? Don't Lose Money!

Today's businesses can't afford to waste money on lost productivity. However, many companies today are doing just that. TOA's ETAdirect capacity planning module will help save on lost productivity. By constantly measuring the highly variable productivity of individual workers and contractors and applying that data to forecasts, schedules and allocations, TOA is helping its customers trim their budgets, allocate resources more effectively and save millions of dollars in expenses. Let us show you how we can do the same for you.

### About TOA Technologies

TOA Technologies is the leading provider of Cloud-based mobile workforce management applications for large enterprises. Its patented platform improves customer service while dramatically reducing operational costs and providing immediate return on investment. As the industry's only solution using predictive, time-based analytics, TOA reduces customer wait times while increasing field workforce efficiency. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status. It delivers unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA's system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Named a Visionary for three years running in Gartner's annual Magic Quadrant for Field Service Management, TOA Technologies is headquartered in the United States and has offices across Europe. For additional information please visit [www.toatech.com](http://www.toatech.com).

#### For more information, please contact us

TOA Technologies - US  
TOA Technologies, Inc.  
3333 Richmond Road  
Suite 420  
Beachwood OH 44122  
Tel: +1.216.360.8106  
Email: [marketing@toatech.com](mailto:marketing@toatech.com)

