



CASE STUDY

Supply Chain workforce planning solution for management of on-field personnel

The client is the world's leading Elevator and Escalator company based out of Europe.

Executive Summary

The customer faced unplanned utilization of on-field resources resulting in loss of productivity. There was a need for a workforce planning solution leading to lower operational costs.



Client Challenges

- Unplanned utilization of on-field resources/ tasks resulting in loss of productivity
- Lack of real time visibility for planners to monitor field installation progress leading to operational risk
- Siloed systems across the supply chain network, leading to inconsistencies and non-availability of a single source of truth
- Legal requirement to capture start and end time of installation activity of a field personnel



Our Solution

- Implementation of a comprehensive solution using Quintiq for visualizing projects (Demand) and workforce (Supply) covering 40+ countries globally
- Designed a customized workforce planning solution to enable milestone based planning for project, its activities and tools as required by the installers (permanent and sub-contracted) to perform their installations
- Integration between SAP and Quintiq to enable the flow of data and information for real-time data processing
- Utilization and productivity reports for real-time view and better management of the workforce and tools
- Mobile interface for supervisors for effective time utilization and to manage payroll of field staff
- Integration with Quintiq Demand planner solution to enable capacity forecasting



Results

- Better utilization of workforce with over **90%** fully planned installation activities
- Lower operational costs with over **85%** utilization of full-time resources
- Compliance with legal requirements as stated by any region on labor productivity and working hours compliance
- Enabled effective decision-making and planning of on-field workforce

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