

Position Planning

Most branch workforce decisions about position planning are made based on simplistic formulas using average teller transactions and FTEs per branch, outdated staffing models, or one-size-fits-all approaches. These approaches result in either overstaffing or understaffing of most branches which directly impact customer experience, revenues and expenses.

Position Planning utilizes Kiran's innovative methodology and advanced analytics to address one of the top branch transformation priorities—alignment of selling and service capacity with market opportunity. Our service helps your bank to determine the specific roles that are needed in each branch to best address customer demand, achieve sales goals and leverage opportunity for growth while controlling costs.

Applications:

A common application for Kiran's Position Planning is guidance for where and how to deploy universal bankers. Another application area is proper staffing of specialty positions such as financial advisors, premier bankers, or wealth management specialists.

Deliverables:

- Forecasting of work content for each activity group
- Analysis of all feasible position mix scenarios
- Estimation of the optimal work allocation for each scenario
- Scoring of each scenario based on factors such as sales contribution, cost, and service level to recommend the optimal position mix.



Key Benefits

- Utilizes accurate forecasts of work content for every branch in the network
- Optimizes the position mix by simultaneously analyzing service level, sales, and cost impacts
- Provides continuous alignment of sales and service capacity with market opportunity

