

# Resource Capacity Planning

What is the impact of channel migration on branch volume and FTE requirements?

You are considering reducing branch FTE. How do you optimize resource levels to meet service targets?

**Kiran Analytics can help you.**

## Key Benefits



Evaluates the impact of channel migration and queue configurations on FTE levels



Provides an analytics-driven framework for making FTE reductions



Optimizes FTE levels by workgroup for each branch in the network



## The Impact of Channel Migration and Other Changes on FTE Levels

Channel migration, mergers and acquisitions, technology rollouts, and queue configurations have significant impacts on branch resource capacity and positions. To effectively realign FTE levels for each branch, financial institutions need a robust modeling and analytics solution that utilizes such data as branch volume, open hours, queue configurations as well as market opportunity information at the branch and product-group level.

Optimizing FTE levels using advanced analytics delivers improved customer experience, operational efficiency, and branch performance.



## Optimal Distribution of Fixed Resource Capacity

Budgetary constraints often require strategic decisions about how to optimally reallocate available FTE for maximum efficiency and effectiveness. Making FTE reductions without a data-driven framework can lead to poor customer experience and lost sales opportunities.

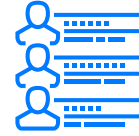
Modeling the distribution of available FTE, by position, can help analyze the impact of changes such as branch closures or openings, open hours adjustments, and service touchpoints to address this strategic challenge.

# Customized Advisory Services Driven by Advanced Analytics.



## Resource Capacity Planning

Analyzes labor requirements by activity type and determines optimal FTE levels for each branch



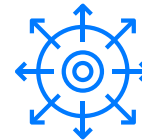
## Position Planning

Determines the specific roles to best address customer demand, achieve sales goals, and leverage opportunity for growth.



## Open Hours Optimization

Determines branch operating hours that are aligned with the market opportunities using analytics-based branch clustering methodology.



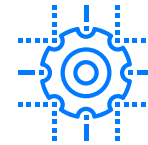
## Branch Network Analysis

Analyzes the branch and ATM network, services and operating hours, sales targets and customer service levels.



## Branch Operations Field Study

Provides a detailed view of customer arrivals and wait times, branch workflow, staff utilization, sales, service and non-customer facing activities.



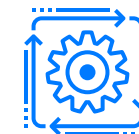
## Technology Utilization

Provides valuable insights to balance branch efficiency and optimal staffing levels to deliver outstanding customer experience.



## Contact Center Process Improvement

Ensures that banks achieve the optimal balance of operational efficiency and customer experience using analysis and insights.



## Back-office Process Improvement

Identifies inefficiencies and provides solutions, leading to improved customer service, workforce productivity and cost savings.