

Workforce Management

Insite's Workforce Management services optimize WFM performance, saving you time and money to reinvest in other operational priorities. Our proven forecasting, capacity planning, scheduling, and intra-day management tools enable unprecedented CX excellence, efficiency, and profitability. For an end-to-end resource management solution, leverage Workforce as a Service (WFaaS®) and put your WFM operations in the hands of our cross-industry experts for immediate and long-term business success.



Our WFM services enable clients to achieve their performance goals.

- Operational costs savings
- Maximized short and long-term forecast accuracy
- Increased customer satisfaction
- Improved schedule adherence
- Shrinkage management
- Optimized workforce productivity
- Metric achievements including service level, occupancy, utilization, AHT, abandonment rates, and more

Distinguish your operation with custom WFM solutions.

WFM services, consulting, and tools to save you time and money by supporting efficient forecasting, scheduling, capacity planning, and intra-day management practices.

Workforce as a Service® (WFaaS®)

Whether you need ongoing WFM data analysis or a partner to manage your end-to-end workforce operations, WFaaS® ensures you achieve KPI goals. Our experts assess your forecasting, capacity planning, scheduling, and intra-day management practices and develop custom tools and processes to support success in your unique operating environment. From there, our team manages the specific WFM activities you wish to outsource.

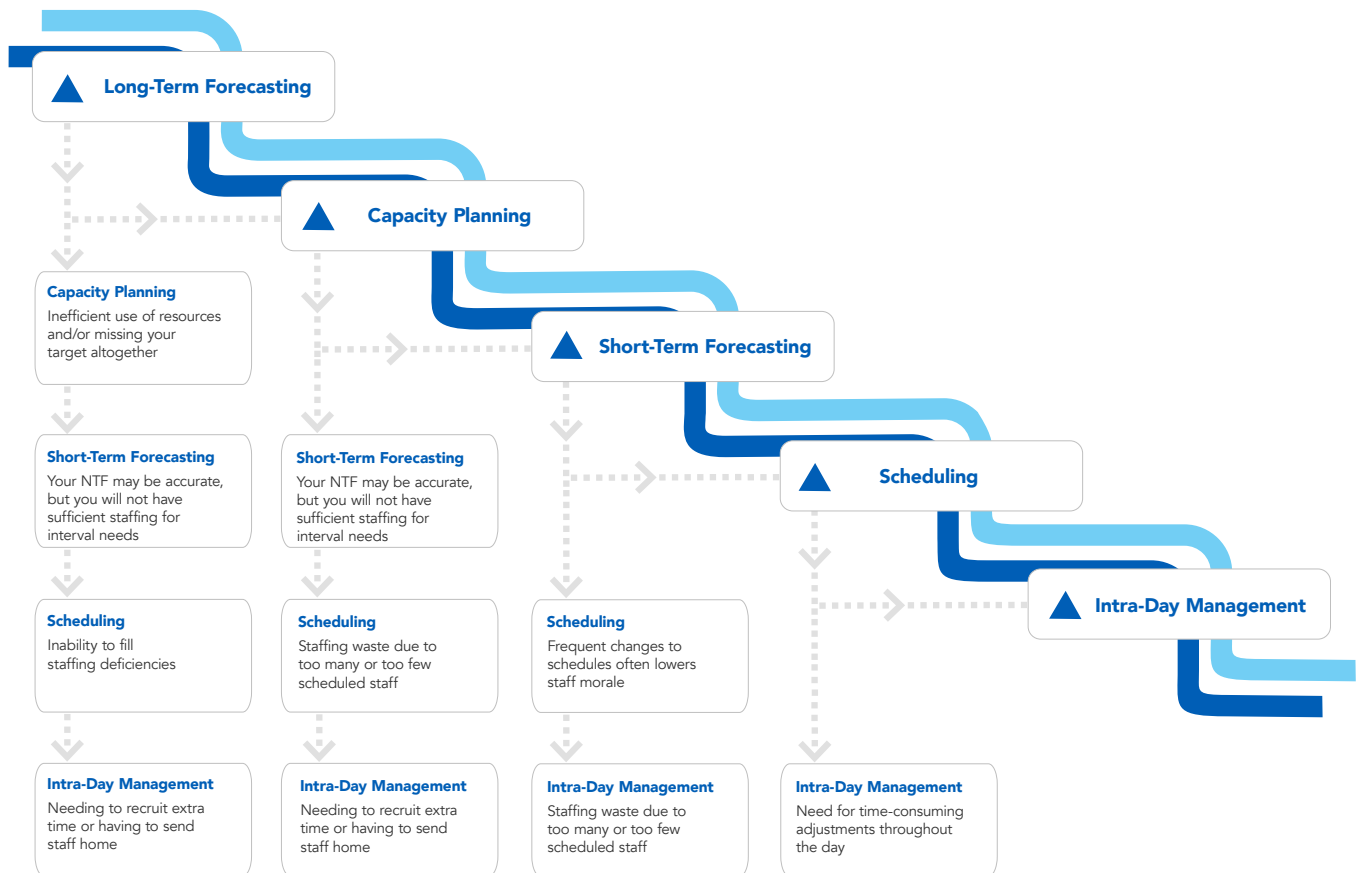
Workforce Management Enablement

Leveraging our thorough assessment of your WFM practices, cross-industry benchmarking data, and resource planning expertise, we develop custom tools to optimize your workforce activities. By customizing the solution to support your distinct operational needs, we empower you to confidently implement our solutions for breakthrough performance. Our suite of WFM enablement solutions include:

- WFM best practices and operational framework consulting
- WFM training in technology, activities, and reporting and analytics
- Staff augmentation to execute expert WFM leadership and practices
- WFM vendor sourcing, selection, and onboarding
- Operational support through organizational scaling
- Proprietary and custom WFM tools and performance management methodologies

Effective workforce management starts here — Insite's Waterfall methodology explained.

Our Workforce Waterfall model identifies downstream implications of WFM variations and analyzes all contributing factors. It is a powerful visual that demonstrates how inefficient long-term forecasting, capacity planning, short-term forecasting, scheduling, and intra-day management practices negatively impact the other critical functional processes. If you achieve optimal performance within each area of workforce management, the efficiency and effectiveness of all other functions are maintained.



200%

Increase in Productivity Rate

Twice as accurate as traditional Erlang models, Insite's proprietary staffing calculation tool produces 2x the cost savings.

\$540k

Increase in Volume Handled YTD

Within one year, our staffing model reduced excess shrinkage and improved occupancy while increasing CSAT.

44.6x

Return on Investment (ROI)

Using our advanced forecasting model, our client realized unprecedented savings for significant ROI in only 12 months.

Scan the QR code to learn how Insite brings workforce excellence to organizations just like yours.

See how we leveraged WFM and forecasting methodologies to help the world's largest domain registrar and web hosting company optimize efficiencies, significantly expanding capacity without increasing staffing.

