

# Road Map to Transition from Traditional Work Force Analytics to Resource Planning & Optimization

Realizing Real Impact and Tangible Results

Daniel Kruse - Head of Resource Planning & Optimization (RPO) – Feb'18

# The Resource Planning Summit



Fellows Program



# The Story of Resource Planning & Optimization

From an Idea to an organization with Real Success



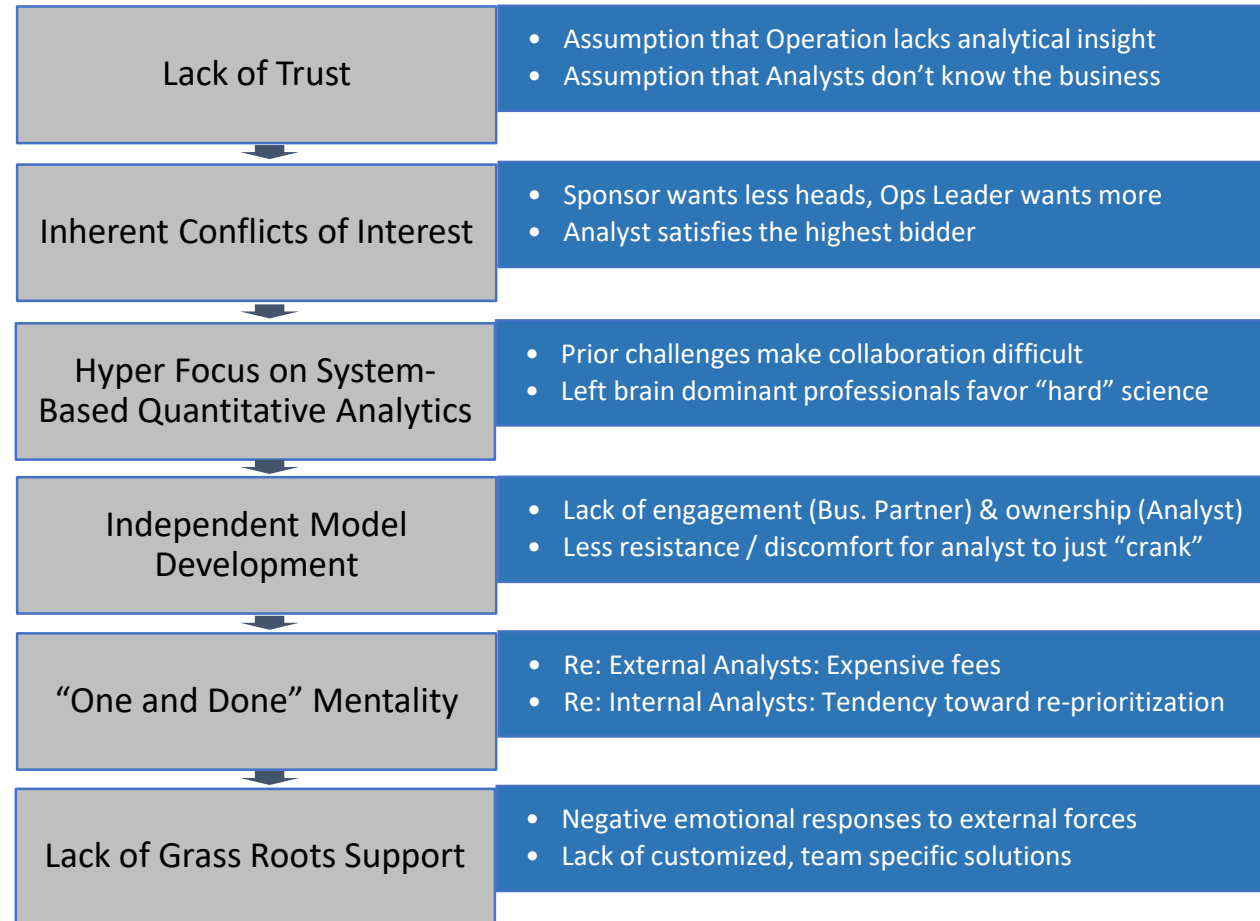
- **Intrinsic** Challenges in Workforce Analytics
- The **Goal** of Capacity Planning
- Framework for Ensuring **Sustainable Value**
  - **The Commitment**
  - **The Team**
  - **The Approach**
  - **The Process**
  - **The Deliverables**
  - **The Organizational Influence**
- **Real** / Tangible Results
- Measuring **Real** Success

The “Intrinsic Challenges” with traditional Workforce Analytics (WFA) can start with low trust and end with a lack of long term positive impact...but it does not have to be that way

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## WFA Challenges

## Why They Exist



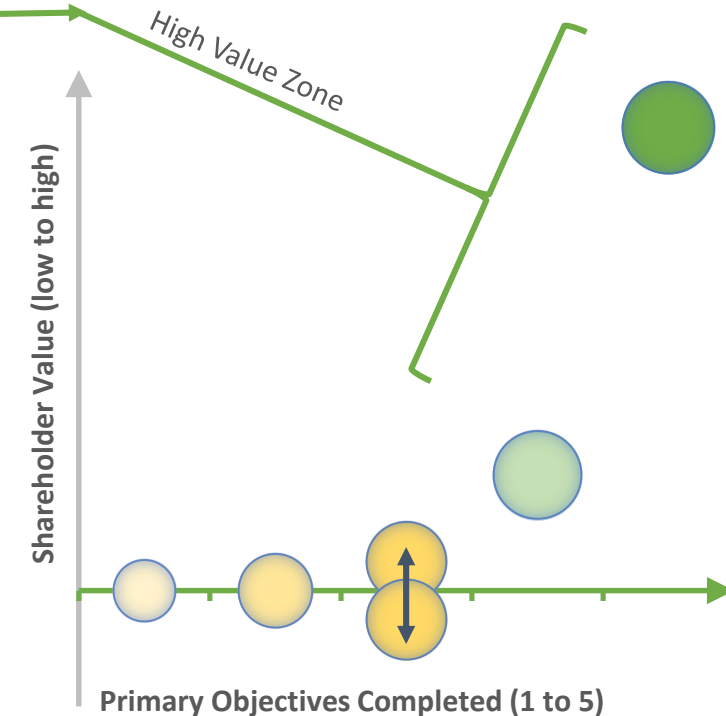
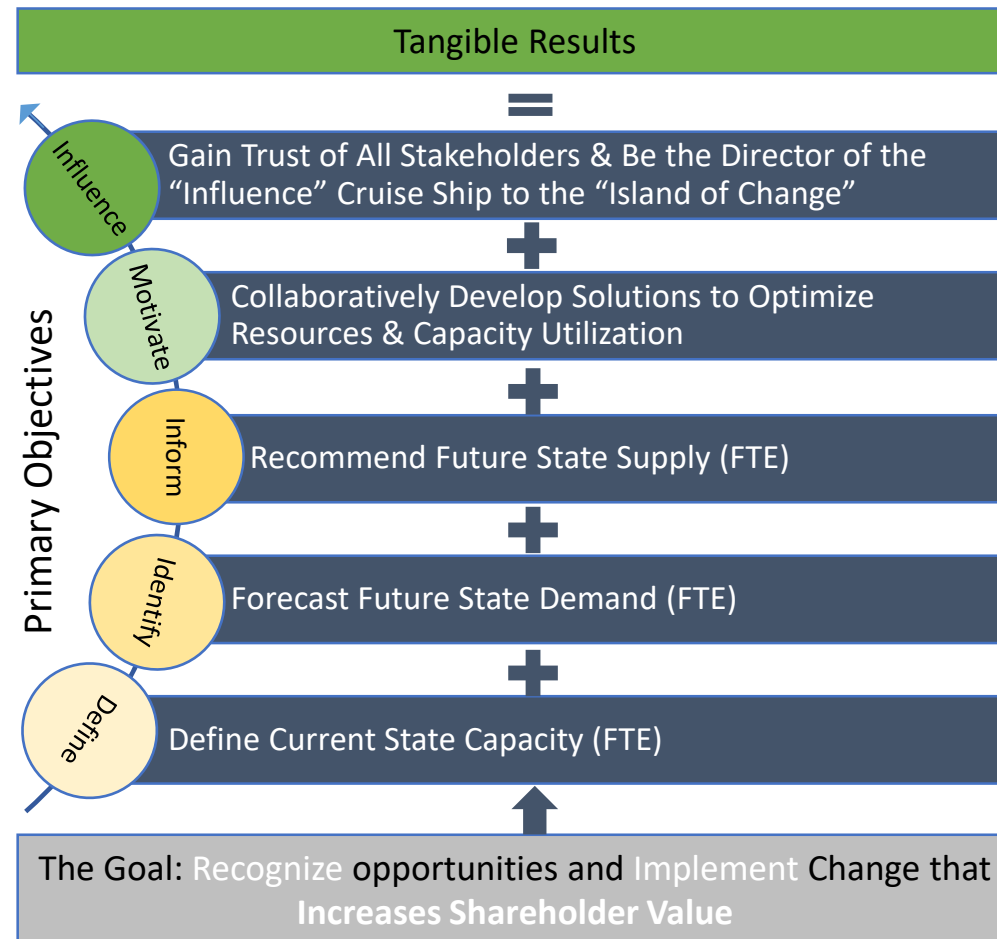
Flashy Deliverables but a Lack of Tangible Long Term Results

The “Goal” of Capacity Planning is invariably tied to making money, but only focusing on financial cost is shortsighted

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"Every action that brings a company closer to its goal is productive. Every action that does not bring a company closer to its goal is not productive."



\*Size of Bubble = Relative Resource Requirement (Time)

# The Tree of “Sustaining” Life

Framework for Ensuring Sustainable Value in Resource Planning & Optimization



Our Commitment



H  
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NDELIBLE RELATIONSHIP



# The Tree of “Sustaining” Life

Framework for Ensuring Sustainable Value in Resource Planning & Optimization

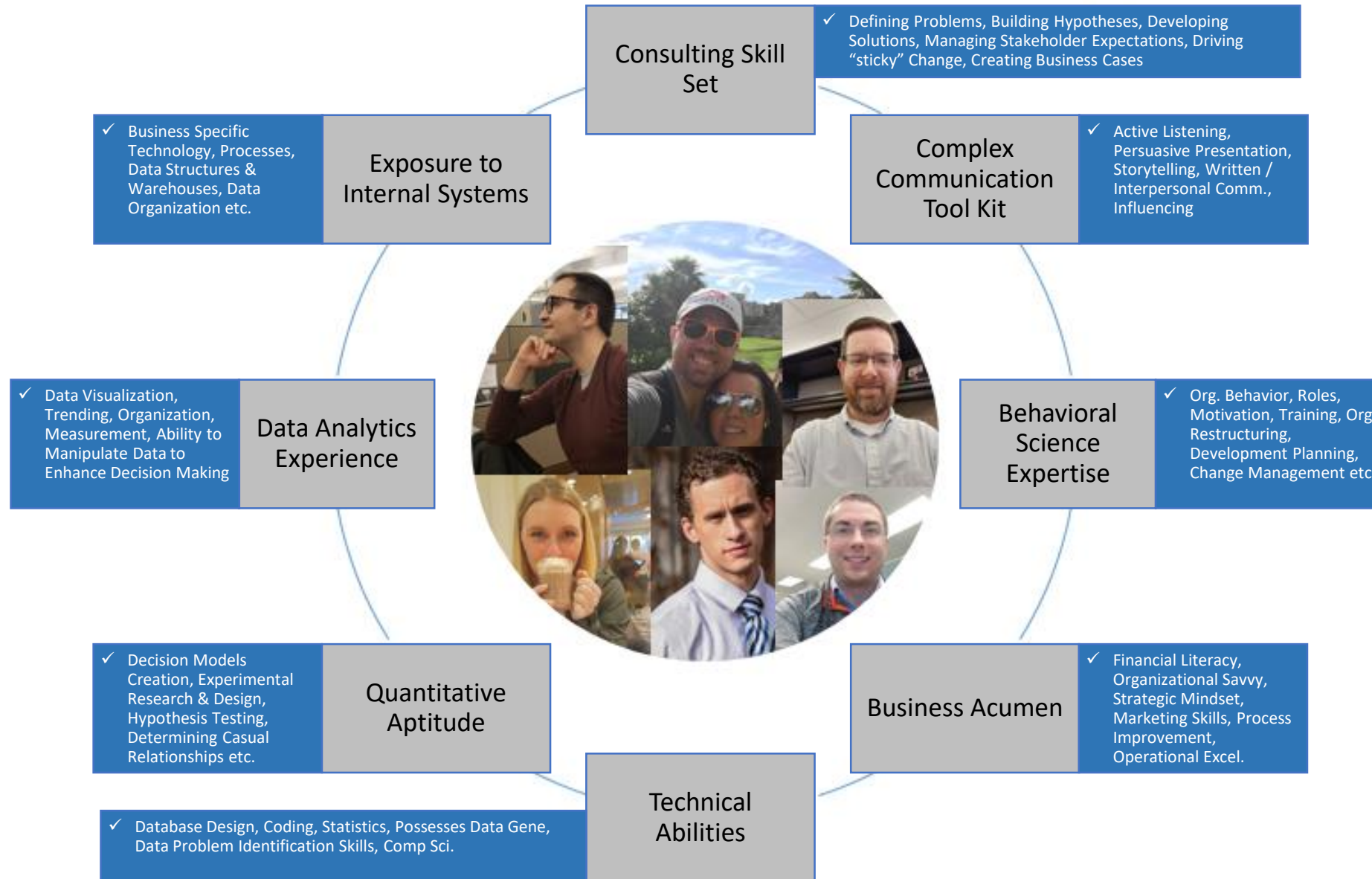




# Build a Dream Team with lots of Chameleons

Brett Gebhardt, Daniel Kruse, Jordan Benis, Justin Dugan, Melissa Luther, Robert Bowers

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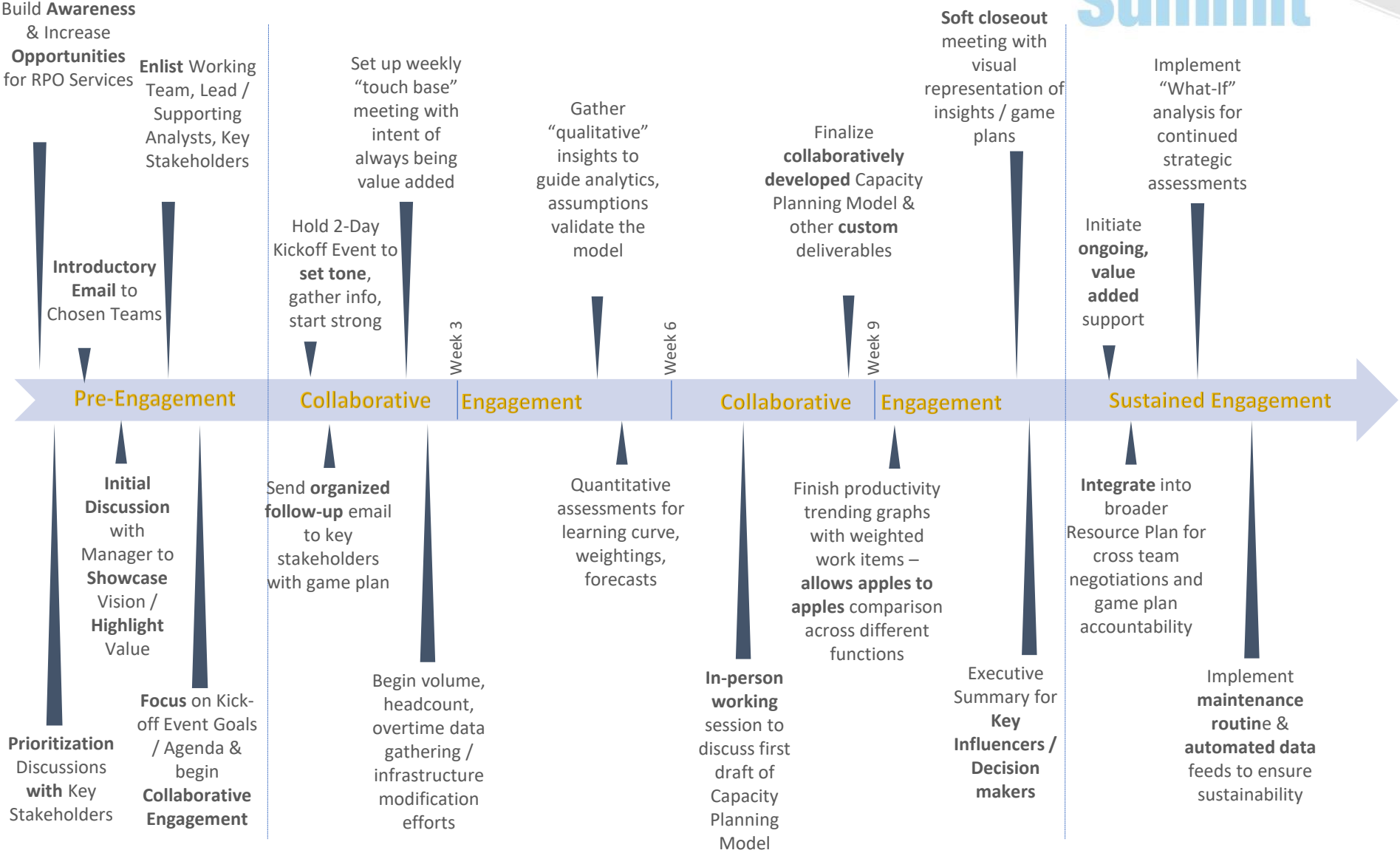
# The Tree of “Sustaining” Life

Framework for Ensuring Sustainable Value in Resource Planning & Optimization



Our Process Ensures a High Level of Consistency in Realizing our Value Proposition

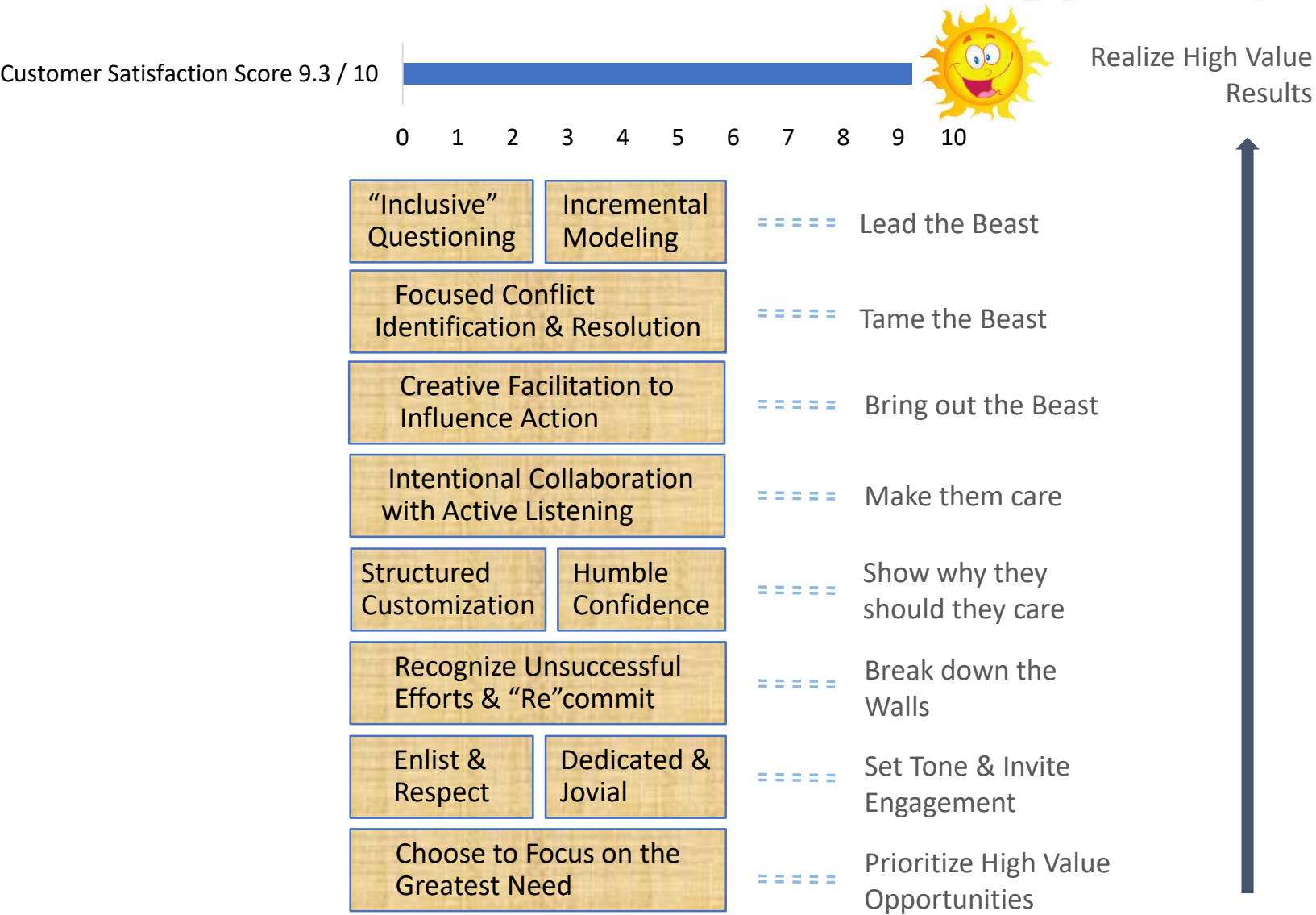
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# The Tree of “Sustaining” Life

Framework for Ensuring Sustainable Value in Resource Planning & Optimization







# Our Approach Ensures High Value and High Customer Satisfaction

...but each building block is critical to realize it

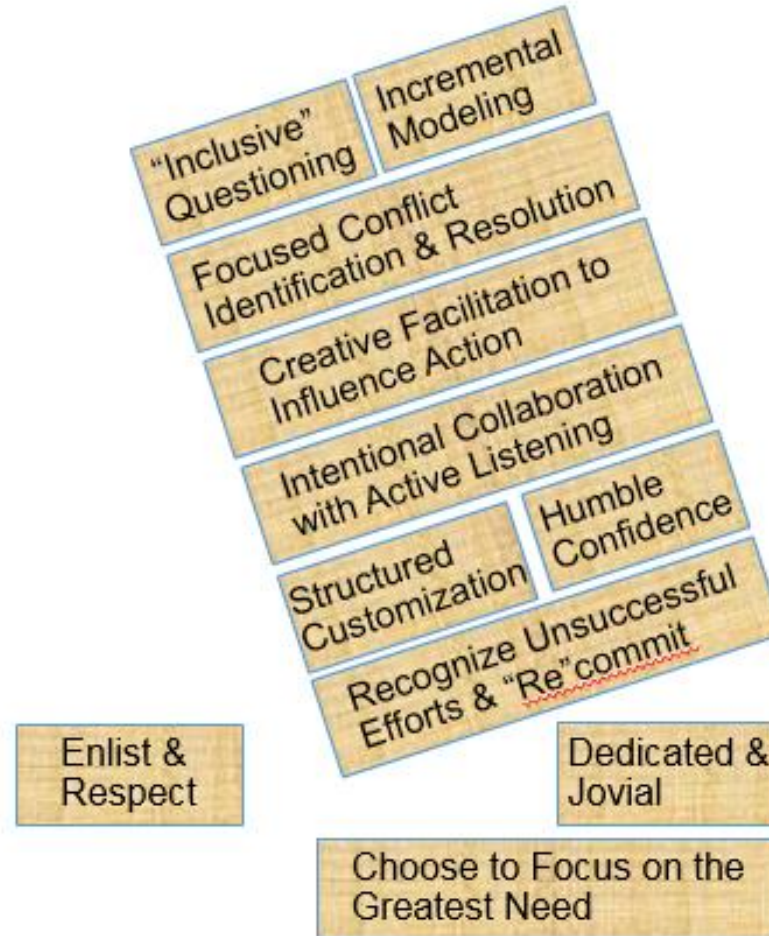
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Customer Satisfaction  
Score 9.3 / 10

0 1 2 3 4 5 6 7 8 9 10



Realize High Value  
Results



====: Lead the Beast

====: Tame the Beast

====: Bring out the Beast

====: Make them care

====: Show why they should they care

====: Break down the Walls

====: Set Tone & Invite Engagement

====: Prioritize High Value Opportunities

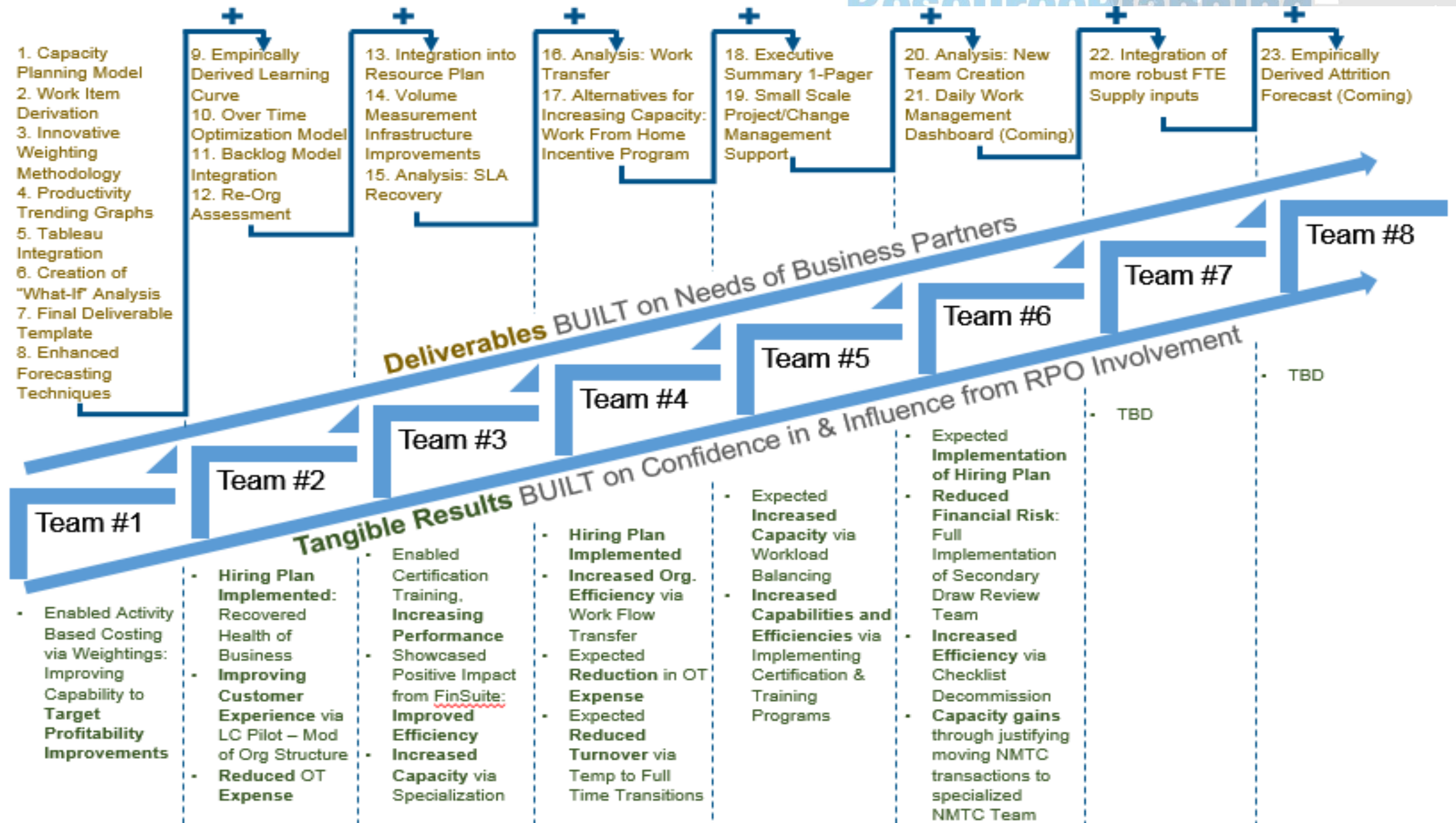


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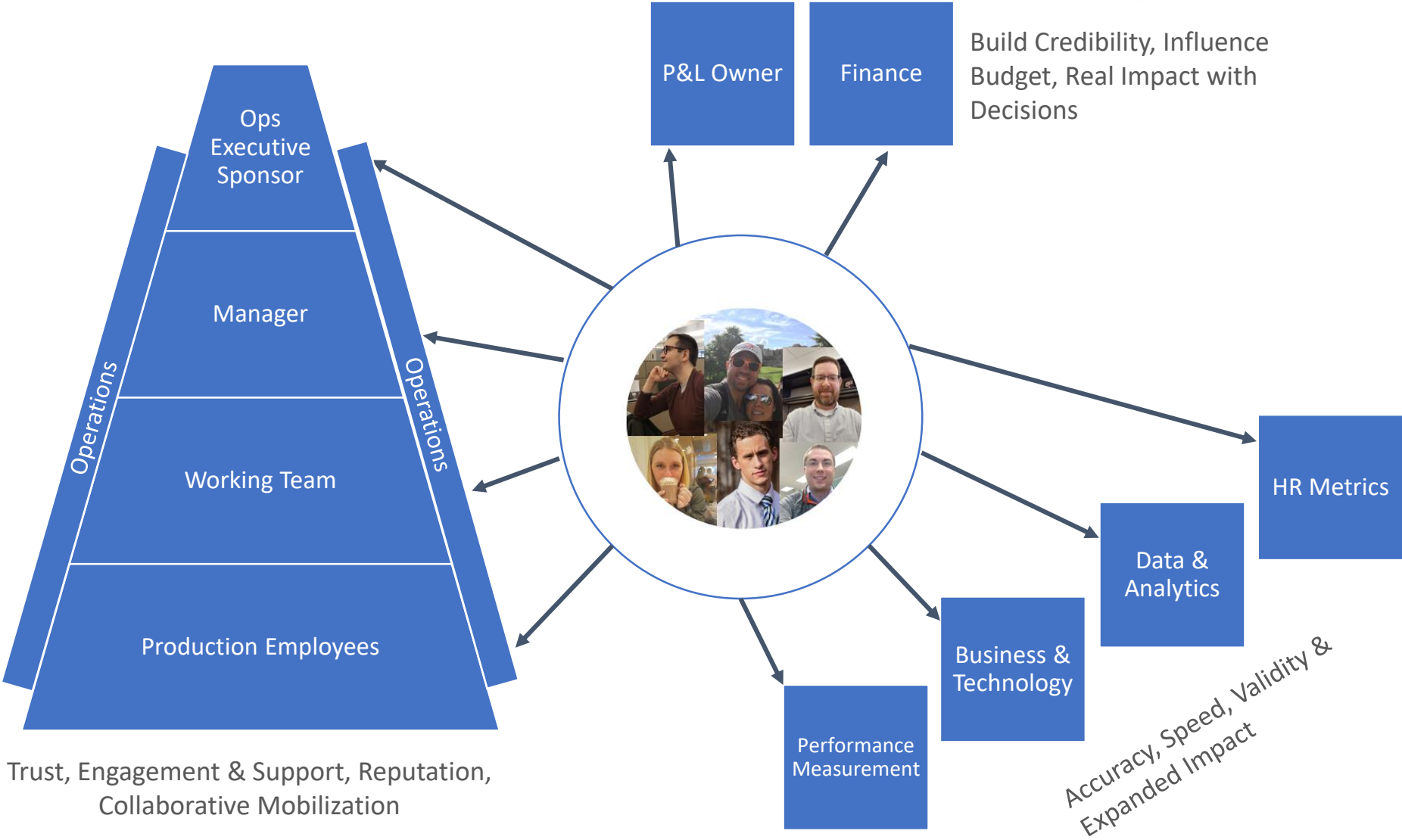
Results mirrored an “hour glass” with Deliverable creation heavy up front and Tangible Results heavy on the back



# The Tree of “Sustaining” Life

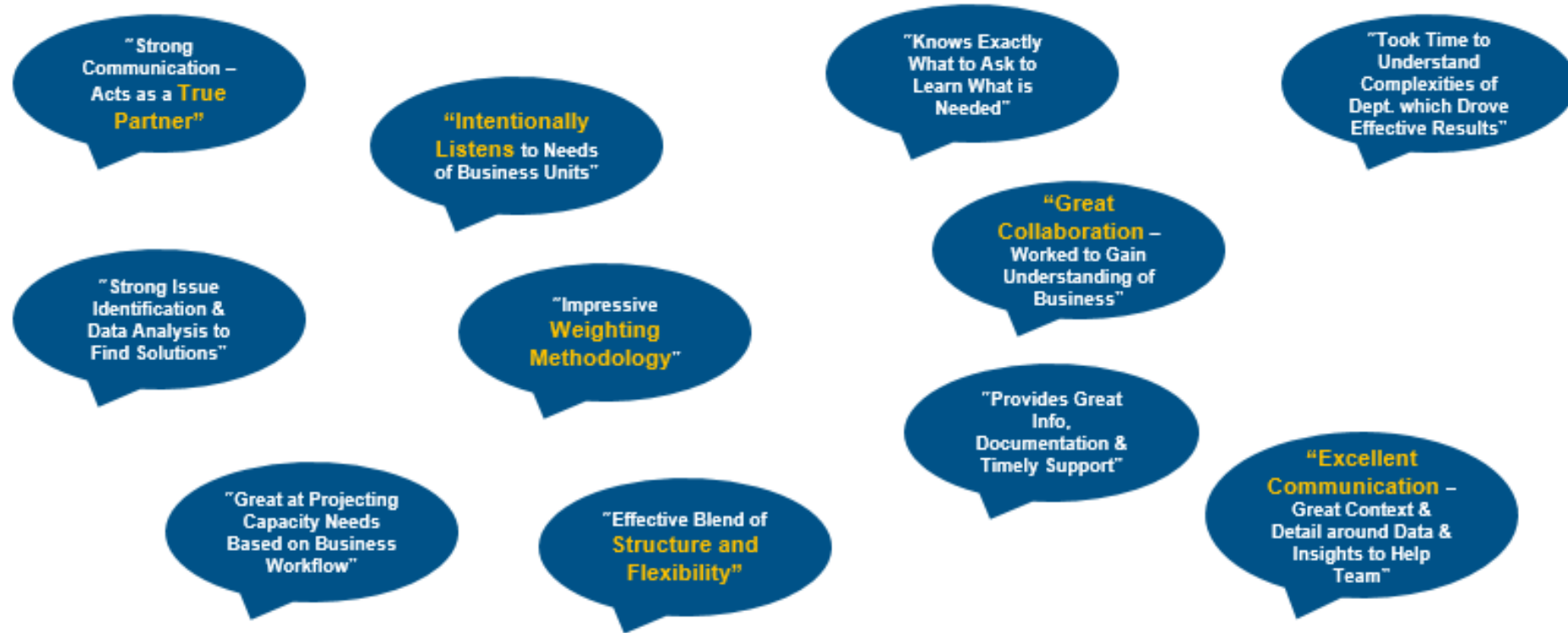
Framework for Ensuring Sustainable Value in Resource Planning & Optimization





Our Internal Customers (Business Partners) Have Spoken...  
...survey results showcase the effective framework we have deployed

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**THINK** and you can change your course...

...**DO** and you can change your behaviors...

...**INFLUENCE** and you can change the world!!

