

OPX Planning & Forecasting

Transform your digital operations with OPX

opx



Overview

OPX delivers real-time work allocation ensuring that the right work gets to the right people at the right time, but there are times when you need a projected forecast of demand and human/robotic resources to meet it for budgets and longer-term planning.

Advanced Planning

For years, OPX has been providing data for advanced resource plans and forecasting to our users. We are now introducing an Advanced Planning Module (APM). APM allows you to forecast the resources required and the expected demand within OPX. There is no need for external spreadsheets or tools.

APM facilitates:

- **Agile planning:** continual re-planning.
- **Plan vs actual reporting:** so you can identify variation root causes to assist with future planning.

APM also supports using your own external mathematical models for demand or capacity forecasting rather than built in ones such as AI algorithms. APM has the ability to import data on the demand or the supply side from your existing platforms, allowing you to get a holistic capacity plan.

Features Include

- Automatically access OPX demand and capacity data.
- Automatic access to OPX skills data.

- Automatic access to expected/actual handling times per activity.
- Plan at week, month, year level or beyond.
- Browser-based graphical analysis of the plan and associated overage and underages.
- Handles seasonal variations.
- Automatic resource allocation making planning far simpler.
- Resource allocation using rarest skill first.
- Multiple demand sources (not just OPX).
- Multiple supply sources (not just OPX).
- Unlimited number of plans.
- New hire capability growth patterns (how long to get new hires up to speed).
- Ability to plan given a new upcoming change such as robotic automation.
- Ability to plan given re-skilling.
- Ability to record actions needed to make the plan work (hiring, training, etc).

Whether your planning strategy is:

- **Lead based:** changing your capacity to meet the expected demand ahead of time.
- **Lag based:** waiting until we are near or at full capacity.
- **Match based:** regularly matching the demand and capacity continually.
- **Historic/seasonal:** where its adjusted for known historic patterns.

OPX APM can help you both create and maintain the plan.