

# Smarter workforce management with forecasting at a health insurer

## Business objective

Human Resources

## Sector

Bank and Insurance

Healthcare

## Context & objectives

A **major player in health insurance** faced an overwhelming increase in back-office requests. These requests required painstaking and time-consuming, requiring heavy manual treatment. The resulting inefficiencies had significant repercussions on the quality of service but also employee well-being.

Thus, the Agilytic team was asked to find ways to make the whole process more efficient.

## Approach

We began by mapping one team's work conditions: we mapped task load and sources, as well as its management constraints, such as employee availability, skill levels, or the type of assignments. This served as the basis for a pilot that allowed us to quickly iterate on the functionalities crucial to maximizing productivity while adapting day-to-day work distribution to prevailing circumstances.

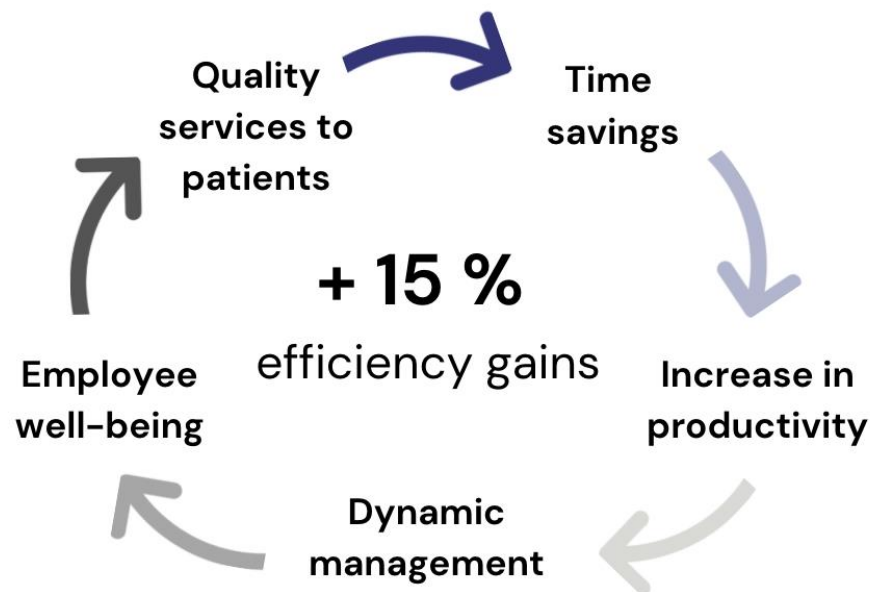
We then took the tool to the next level by progressively adding other teams. This enabled us to fine-tune its core logic, gradually adapting it to the entire department's restraints.

Finally, to anticipate potential shortcomings, we set-up automatic analyses that provide the client with detailed forecasts on work volume and alerts on missing skills or workforce.

## Results

In under 10 weeks, we delivered our client a fully functional tool that laid the groundwork for efficient workforce management over the long term:

- Drastic reduction in repetitive planning and back-office tasks worth **at least 2 full-time equivalents** when compounded (approximately a 15% efficiency improvement)
- **Increase in overall job satisfaction** amongst the 400+ back-office team due to the better skills-workload matching, improved quality, and the higher ability to meet targets
- Ability to **better estimate future recruitment and training needs**



## About Agilytic

Since 2015, Agilytic helps innovative leaders solve their biggest challenges through the smarter use of data. With over 150 successful projects to date, we have perfected a pragmatic approach to putting data at the service of business goals, be they commercial, operational, financial, or human. Reach out today for a quick introduction, we'd love to hear from you.