

Cognito launches dynamic scheduling White Paper

Dynamic scheduling White Paper from Cognito available to those enterprises under pressure to do more with less

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Cognito has launched a free White Paper for businesses facing the ever-more complex challenge of juggling people, productivity, performance and profitability.

With acute pressure on managing mobile workforces to be more productive, meeting higher levels of customer satisfaction and achieving overhead reductions, service and operations directors need to consider more innovative routes to efficiency. The paper has been developed in response to service businesses in time-critical environments, focusing on dynamic scheduling (DS) as a key workforce management component, and answer to 'doing more with less'.

Dynamic scheduling allows organisations with field workforces to make the best use of resources, achieve higher levels of customer satisfaction, reduce overheads and running costs, and keep control of complex and fast-changing service environments.

It responds to changes in real-time, adapting routes and job allocations as work comes in, customer requirements change, and according to the availability of resources. It also helps organisations adapt to situations beyond their control such as traffic congestion, staff illness, and national events.

The DS White Paper also demonstrates how by having resources GPS-connected, a fully integrated workforce management system can provide business access to real-time information over the network, enabling them to make scheduling changes throughout the day.

"It's rare to find a successful organisation that doesn't strive to be more competitive, efficient and cost-effective whilst continually improving customer satisfaction," said Jonathan Chevallier, Strategic Development Director at Cognito. "Dynamic scheduling within a broader mobile solution brings these benefits to businesses, allowing both field and office-based functions to achieve more with fewer people. However, it's still a very new area, so we developed the White Paper to provide businesses with clarity on how, when, why, and what."

The paper provides in depth information and guidance on strategic areas such as:

- the business case for dynamic scheduling, and how it differs from other static scheduling systems
- what best practice IT can achieve for the business
- areas dynamic scheduling can improve in the business and how to measure ROI

Business benefits of dynamic scheduling include reduced travel costs, lower stockholding, more jobs per operative per day, higher customer satisfaction, consistent achievement of SLAs, optimisation of resources, lower input error rate, improved first time fix rates, legislation compliance, and continuous efficiency improvement.

The dynamic scheduling White Paper is available for download ***HERE***.