Workforce planning

Anaplan for HR and workforce

Anaplan

Many organizations face a critical challenge in aligning their workforce supply with operational demands and strategic goals. This results in reactive hiring, suboptimal workforce allocation and productivity, and can lead to poor execution, disappointing customer experiences, higher costs, and missed opportunities.

Your ability to accurately forecast workforce demands and costs, continuously align your workforce plans with your business needs and priorities, and foster agile decision-making is crucial to your business success.

Workforce planning that enables every organization and department to quickly adapt to change becomes a competitive advantage.

There's a better way to plan

With the Anaplan scenario planning and analysis platform you can **transform your workforce planning to drive productivity, lower costs, and fuel future success.**

Anaplan gives your HR, finance, operations, and business leaders a singular, accurate view of the organization's workforce, workload, and costs. It enables you to collaboratively plan and optimize your workforce, respond swiftly to market and talent-supply changes, and deliver on your strategies and performance goals.

Use Anaplan to identify headcount and skills gaps that impede business success, model "what-if" scenarios to address them, assess financial impact, and drive excellence in short- and long-term business and talent decisions.

CUSTOMER STORY

Microsoft

Microsoft's Worldwide Customer Service and Support (CSS) team receives 60 million customer contacts per year through numerous channels across its vast product portfolio. The process for building its annual workforce plan and budget, including optimization of resource planning to drive the highest customer satisfaction, was a 20- week ordeal involving seven tools, four functional organizations, and five business units.

With Anaplan, the CSS team has transformed this into a 10-week, agile and unified process based on real-time data, greatly improving the consistency of its call center resource demand planning.

- Halved the annual workforce budget process time from 20 weeks to 10.
- Provided real-time data and visibility for agile planning.
- Transformed complex procedures into simplified, unified planning aligned with business operations.

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Anaplan has transformed how we work and collaborate, enabling agile planning.

Bruce Hildyard
Worldwide Support Leader of Business Planning Excellence, Customer Service and Support

Solution details

Headcount expense planning

- Plan and model headcount and personnel expense as part of operating expenses.

- Incorporate hiring and attrition assumptions and costs into forecasts.

- Establish cost center budgets to guide HR and lines of business.

Operational workforce planning

- Plan and model workforce against annual operating plan (AOP) and business strategies.

- Roll up the organization for bottom-up planning or cascade down for top-down scenarios.

- Incorporate hiring and attrition trends, role ramp time, and team-role ratio assumptions.

- Align position plans, hiring and new requisitions with the approved budget to streamline the budget-to-hire process.

- Continuously adjust and align position plans to adapt to business variability and budget constraints.

Strategic workforce planning

- Plan your long-term critical workforce based on business strategies and initiatives.

- Calculate workforce demand based on business drivers.

- Forecast your workforce supply using assumptions for hiring, mobility, and turnover.

- Recognize talent gaps and assess different scenarios to address them.

- Design HR strategies and programs to support your long-term decisions regarding talent supply, skills development, and location strategy.

Workforce capacity planning

- Calculate workload based on operational demand drivers.

- Determine workforce capacity across channels, sites, teams and roles to minimize over- and understaffing.

- Assess impact to productivity and overtime costs by modeling capacity against workload to identify gaps.

- Simulate headcount changes and absences and evaluate the potential impact from M&A or organizational realignments and restructuring.
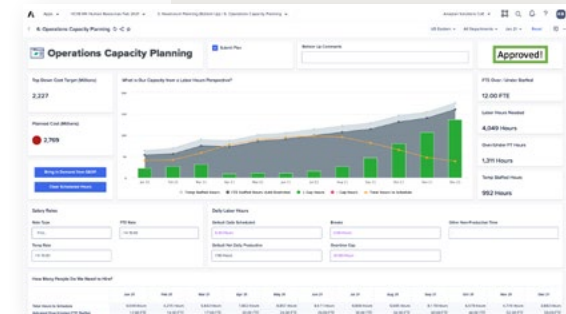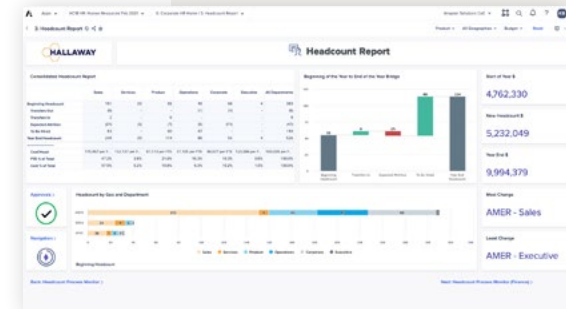
Solution details

Location planning

- Optimize your location strategy and plans to align employees with company needs and objectives.

- Bring in third-party data on talent availability and costs.

- Simulate scenarios of remote work, in-office work or a hybrid approach.

- Estimate and examine costs including travel of remote workers and facilities under different scenarios.

"What-If" scenario modeling

- Model and compare various scenarios, and immediately see impact on headcount and cost KPIs and forecasts.

- Analyze effect of any number of internal or external changes, drivers, and assumptions.

Reporting, analytics and visualization

- Leverage dashboards, reporting, and analytics with data visualization to analyze workforce and cost data.

- Create highly formatted reports to inform decision-making at all levels of the organization.

- Leverage native capabilities for data aggregation to understand the big picture and drill-to-detail to understand the underlying factors.

Integration and data hub

- Integrate seamlessly with HCM/HR, Finance, Workforce Management, and other systems of record using pre-built connectors or third-party ETL tools.

- Enrich with data from your data warehouse and third-party benchmark providers or spreadsheets.

- Manage organization-wide workforce data, workforce plans, and hierarchies in a centralized data hub.
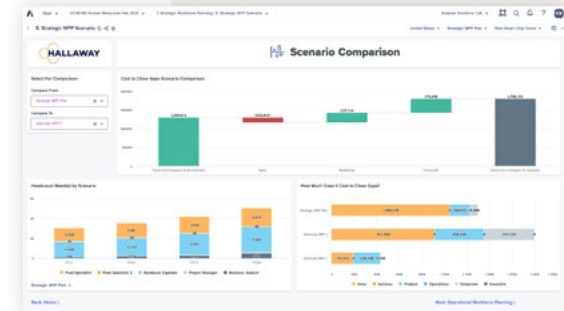
Key Benefits

Stay ahead by making your workforce planning agile and responsive to evolving business needs:

- Provide transparency into headcount, skills and capabilities, and workforce costs across your entire organization, analyze by any dimension.

- Increase agility through scenario planning. Develop and pivot your workforce and position plans to stay in step with your business needs.

- Design forward-looking talent strategies that are aligned to your strategic and operational goals and budget.

- Give your talent acquisition and management teams early visibility into the timing and budget for in-demand roles and skills.
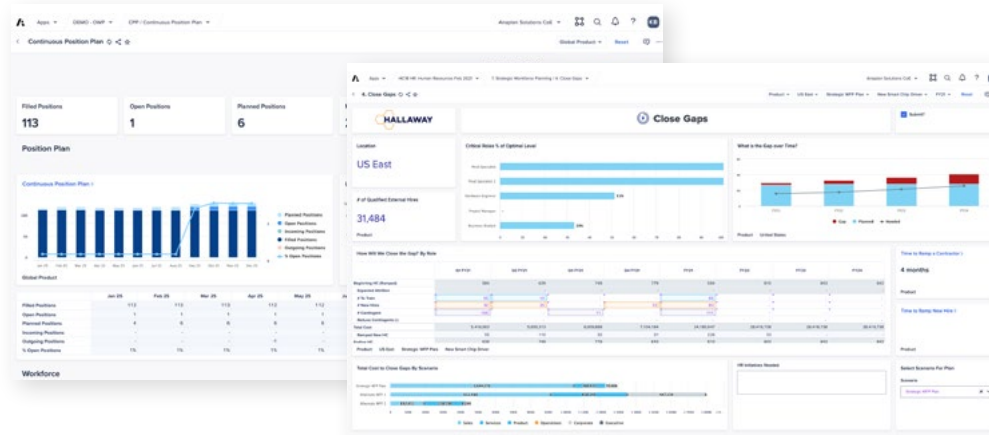
The Anaplan platform offers

- **Application framework:** Rapidly deployable best practices, configurable to customer requirement, upgradeable with availability of future release, and extensible to other use cases through standard Anaplan platform capabilities.

- **"What if" scenario and multi-dimensional modeling**, powered by our patented Hyperblock® calculation engine, producing ultra-fast calculations at unprecedented scale so you can anticipate market changes.

- Built-in dashboards, reporting, and analytics with data visualization providing **a single source of truth** on business performance.

- **Collaborative and agile planning** across Sales, Finance, Supply Chain, HR, Marketing, and other business units.

- Best-in-class **security and compliance** with role-based access control, user management, SSO support with SAML 2.0 compliance, and data encryption.

- **A highly extensible ecosystem —** collect and analyze data in a single location using APIs, ETL connectors, and built-in integrations with other solutions.

About Anaplan

Anaplan is the only scenario planning and analysis platform designed to optimize decision-making in today's complex business environment so that enterprises can outpace their competition and the market. By building connections and collaboration across organizational silos, our platform intelligently surfaces key insights — so businesses can make the right decisions, right now.

More than 2,500 of the world's best brands continually optimize their decision-making by planning with Anaplan.

To learn more, visit www.anaplan.com

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