Incident Response Performance Optimisation for Emergency Services

Powered by Anaplan

Emergency Services need to be able to plan for highly variable demand patterns and maintain service levels. Call centre resource levels must ensure abandonment rates and waiting times are minimised. Additionally, adequate staffing types and levels in response units are needed to meet incident SLAs.

The complexity in planning resources to meet volatile demand is compounded by the need to do so efficiently. Last-minute interventions such as overtime, shift pattern adjustment and temporary redeployment can be costly and often subject to regulatory constraints. This puts even greater emphasis on the need to plan resources further into the future.

The evidence base for proposed changes needs to be extremely strong. This necessitates a robust, data-driven approach to forecasting based on proven statistical methods. Critically it also requires the ability to model multiple options and scenarios to understand both their effectiveness and their potential cost.

Emergency Services vary in their ability to make these decisions in a timely manner. Many attempt to do so but are hindered by tools that cannot support the process adequately.

Fidenda helps a number of Emergency Service organisations transform their resourcing processes. We implement technical solutions for incident response optimisation and call centre planning powered by the Anaplan planning and modelling platform.

Benefits

IMPROVED INCIDENT RESPONSE SLA PERFORMANCE
The ability to respond to calls and incidents faster and more effectively is the primary benefit of using predictive technology to sense demand and plan resourcing capacity to meet it.

OPTIMISED DEPLOYMENT OF RESOURCES FOR HIGH DEMAND PERIODS
Sensing demand earlier supports putting in place more sustainable plans earlier in the resourcing and scheduling process. This results in more optimal use of the workforce.

FEWER COSTLY LAST-MINUTE STAFFING INTERVENTIONS
Moreover, earlier planning of resources can lead to reduce reliance on last minute measures such as overtime, thereby reducing operational costs.

CONFIDENCE IN PREDICTED DEMAND
Availability of reliable data gives greater confidence to make key decisions on resourcing approaches earlier on in the cycle.

MORE TIME PLANNING, LESS TIME CALCULATING
Anaplan supports the automation of predicting demand, calculating forward capacity and evaluating interventions for effectiveness and efficiency. This frees up more time in the organisation to focus on analysing interventions and making decisions.

Features and Capabilities

Integrate historical incident demand

Import detailed historical incident/ call data from existing operational systems,

Forecast future incidents/ calls

Use advanced statistical techniques to predict future incidents or calls, based on historical trends and seasonality

Build future demand forecast

Build a detailed picture of weekly/ daily/ shift/ hourly demand by resource type

Analysis

- Analyse trends in calls and incident demand
- Under/ overcapacity in different teams or geographies
- Optimal staffing profile to meet demand/ SLAs
- Compare different staffing initiatives in terms of effectiveness and cost

Scenario Planning

- Stress-test scenarios to plan for increased demand
- Remove outliers and adjust forecasting parameters
- Adjust incident/ call response assumptions

Model Workforce

Import existing workforce data, plan hires and attrition, and model out response team profiles

Apply Abstractions

Overlay annual leave, sickness assumptions, training, overtime, and other abstractions to workforce plan

Build capacity forecast

Build a detailed picture of capacity to measure against the demand forecast

Scenario Planning

- Adjust non-availability assumptions
- Model transfers, hires, and other staffing initiatives
- Re-calculate capacity based on changed assumptions
- Predict SLA achievement
- Calculate cost of initiatives

Fidenda's Incident Response Performance Optimisation Solution

Built on the Anaplan platform, our solution provides:

Predictive Analytics
Standard statistical models, providing robust weekly/ daily/ shift and hour level demand projections

Advanced "what if" scenario planning
The ability to test potential interventions, with instant visibility of the impact on capacity and cost.

Secure integration
Connect to operational systems and other platforms to ensure consistency and security of critical data

Scalability
The Anaplan platform extends across other parts of the organisation including Finance, HR and Operations to provide connected planning.

Join the growing list of emergency services such as NHS Ambulance Trusts and Police Forces who are adopting this versatile platform.

Fast deployment, low maintenance
Anaplan is a SaaS platform providing rapid time to value, and minimal ongoing IT cost of ownership.

About Fidenda

We have strong experience in optimising incident response in emergency services, alongside our broader expertise in transforming planning.

Advice and Expertise
We have been supporting organisations to transform since the 1990s.

We can help you identify the unrealised potential in your planning processes and operations, and provide end-to-end project implementation and support.

Anaplan Partner
We are a proud Anaplan partner with excellent experience across other technologies. We know how to make Anaplan work seamlessly in an enterprise landscape.

HM Government G-Cloud Supplier

We are a G-Cloud 12 supplier with experience of successful delivery in the public sector

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