

Long-Term Capacity Planning

Get an actionable outlook to guide strategic hiring and staffing decisions

Shifting market forces, customer behavior, regulatory requirements, and technology impacts make it increasingly difficult to manage your skills inventory and align staffing with demand over time. That's why it's more important than ever to create long-term capacity plans to help you make informed hiring and staffing decisions that optimize efficiency and fuel growth moving forward.

UKG Long-Term Capacity Planning, a flexible add-on module for the UKG Dimensions™ suite from UKG (Ultimate Kronos Group), enables your business to accurately forecast staffing needs and plan for the right mix and number of people to meet future demand. Sophisticated workforce capacity planning algorithms take into account key levers, drivers, and constraints to provide visibility into labor costs, workload volume breakdown, and specific staffing recommendations. Armed with these insights, your organization can make strategic, data-driven decisions — from hiring to staffing to scheduling — to support your long-term service, sales, and customer satisfaction goals.

Gain AI-powered insights for strategic and tactical planning

Long-Term Capacity Planning provides visibility into workforce requirements for the next 13 months to three years — at the corporate, regional, and local levels — to guide smart, proactive decision making. The solution analyzes historical data, including day-by-day activity, seasonality, and other trends, and generates a baseline volume forecast showing the number of employees required each month by activity.

Based on the calculated workload, the tool creates a long-term staffing plan showing the types of employees — full time, part time, peak time, seasonal, contract, and more — required to meet anticipated demand while taking into account relevant attrition rates. Finally, it determines allocation of work across your locations to meet labor budget targets, contractual requirements, and productivity or service level goals.

Key benefits

Accurately forecast demand and required resource capacity

Manage your skills inventory to meet evolving demands by location

Calculate the impact of what-if scenarios to improve decision making

Get staffing recommendations to meet your long-term needs

Control labor costs by optimizing your full-time/part-time mix

The solution’s AI-powered forecasting engine delivers significant accuracy gains over previous forecasting methods. Machine-learning capabilities automatically adjust models based on new volume data, while built-in extensibility lets you easily incorporate data from other systems and sources, such as weather, special events, interest rates, and marketing campaigns, which can affect volume forecasts.

Calculate ‘what-if’ scenarios to understand impact

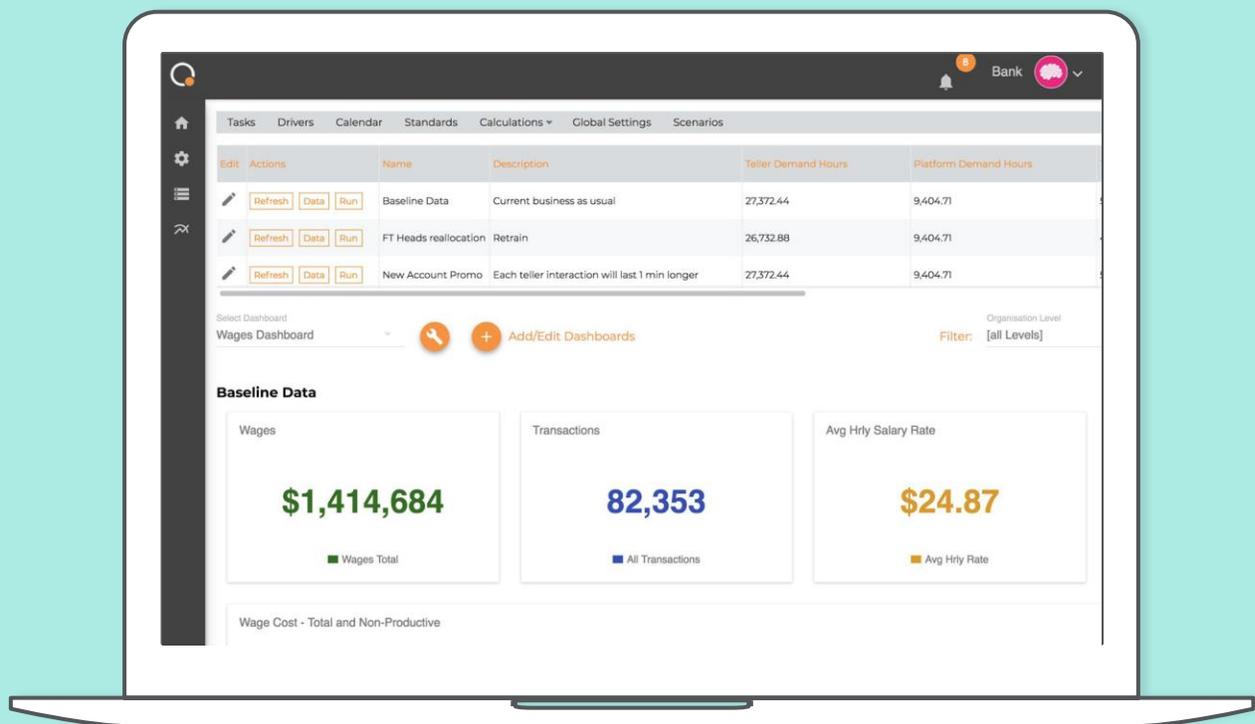
Test assumptions to understand the impact of changing key levers or drivers, including volume, operational process, or staffing mix, and adjust your long-term capacity plan based on the results. For example, if an insurance company is thinking about offshoring claims processing to save on labor costs, financial planners can assess whether there will be enough claims activity to meet contractual volume levels and avoid penalties. Similarly, if an airline is in discussions to replace 25% of its full-time call center staff with part-time employees due to channel migration, managers can assess whether the change would provide adequate coverage to handle anticipated volume without jeopardizing customer satisfaction, up-sell, and cross-sell rates.



See key metrics related to the specific category you’re tracking. This dashboard, for example, shows wage-related metrics.

Make more informed hiring and staffing decisions

With Long-Term Capacity Planning, decision makers at all organizational levels get the forward-looking visibility needed to align strategic workforce plans with tactical hiring, staffing, and scheduling activities. Configurable dashboards and reports — with drill-down capabilities — provide instant insights to guide planning, budgeting, hiring, and scheduling decisions to help keep corporate, regional, and local results in line with expectations.



Get at-a-glance insight into critical drivers that impact labor demand over time.

1 The Workforce Institute at UKG Incorporated, 2020 Global Workforce Predictions from The Workforce Institute at UKG (January 6, 2020), found at <https://www.kronos.com/about-us/newsroom/2020-global-workforce-predictions-workforce-institute-kronos>.