



Workforce Management Case Study.

Business Services (B2B)

DDC Outsourcing Solutions has been developing and delivering critical information management and BPO solutions since 1987. Services include digital mailroom solutions, customer acquisition, multimedia response handling and accounts payable processing, as well as document scanning, data capture and many more. Based in Nottingham, DDC OS cover an extensive geographic spread, serving companies worldwide; including the USA, Western and Central Europe, the Philippines, India, and Australia amongst others.

Past Present Future.

Before enlisting our help, the DDC OS staff management system was manual and excel based. From solely relying on guesses and estimates, DDC OS had no real visibility of staff requirements, or more importantly, what their forecasts were. This made it understandably difficult to measure KPIs and ROI on projects, and it was clear that something needed to be done. Marc Cameron, Customer Services Manager at DDC OS said: “We were managing the staff rotation with great difficulty without any formulated forecasts and some guessing, we knew it was time to invest in a comprehensive workforce management system”.

After comparing several systems that were quite similar in terms of their capabilities, DDC OS were impressed by Daviker’s honest and friendly approach and made the decision to choose a WFM system supplied by Daviker. Marc Cameron said; “After meeting the Daviker team it was clear they would become our partner. They asked the right questions, were very flexible and offered full support and aftercare. They worked with us, to find the best solution for us, rather than just focusing on selling theirs.”

Why did DDC OS choose Daviker’s Workforce Management?

- Uses statistical analysis to make sure you have the right staff, with the right skills, in place to meet your goals.
- Consolidates all your interactions into one system.
- Matches schedules with your work force’s availability.
- Distributes the schedule to your team via email and SMS.
- Obvious and immediate staff saving.
- Allows you to be flexible with shifts, staff and use this flexibility to meet your customer’s needs.

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Marc Cameron, Customer Services Manager at DDC OS



Past Present Future.

The Right Staff, The Right Skills

A Workforce Management system will study all the different interactions within a contact centre as well as the overall business and, using statistical analysis, will ensure that the right staff, with the right skills, are working to meet project goals. At the same time, the system will keep staff levels to a minimum, and therefore reduce costs wherever possible. ProScheduler is an innovative and user-friendly system that's designed to create optimised staff schedules within minutes. It promises to improve service levels, save administrative time and reduce issues with both over and understaffing.

Improved Staff Management

By implementing ProScheduler, Daviker helped DDC OS to be more consistent with their staff – the correct information is displayed in a way that enables the company to make the best and most productive decisions for each individual member of the workforce. With all the information on staff, tasks and objectives now on one user-friendly system, it's easier to work with and more accessible, helping to dramatically improve the staff management process.

“ProScheduler has really improved our staff management process. All our information is easily accessible, allowing us to be more consistent with staff and make the best decisions for all concerned.”

Marc Cameron, Customer Services Manager
at DDC OS

Forecasting for Success

ProScheduler WFM includes a forecast module, which handles both inbound and outbound calls and will also create target forecasts for non-call activities, such as e-mail, chat, back office and supervising. For multi-skill based organisations with multiple sites such as DDC OS,

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Marc Cameron, Customer Services Manager
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call-traffic can easily be divided into different channels – this makes forecasting each separate part of the business a simple process. It's also easy to create forecasts for different scenarios, such as budget forecasts, seasonal variations and market trends. The forecast module can also simulate growth and will take various shrinkage and efficiency parameters into account.

Exceptional Planning with ProScheduler

In particular, DDC OS have found ProScheduler's optimisation feature the most effective. As it can analyse the effects on staffing needs and costs, it's very useful for exceptional planning; for example for breaks and shrinkage. Marc added, “Pre-planning meetings at the right time has never been easier! Our entire operation is more productive as a result.”

Past Present Future.

Daviker's implementation of ProScheduler has been a complete success for DDC OS. This cutting-edge technology will be fundamental to the company in the future, enabling them to continue managing staff efficiently and effectively. Marc said, “ProScheduler is a great product, and Daviker are a great company to work with. We will definitely continue to work with them now and in the future!”

