Jobtimizer CASE STUDY

How we helped a UK regulator to improve the cost-efficiency of their inspection program?

☑ The Challenge

Our customer is a regulatory agency with a nationwide remit. They needed a solution to optimise utilisation of key resources. The goal was to ensure that allocating resources to inspection jobs is achieved in a cost-efficient manner while performance objectives where consistently met.

To create a cost efficient schedule that meets business objectives was a time-consuming endeavour.

Our client's number of finished jobs depends directly on travel time. To improve the resource utilisation meant to deliver improvements in four directions:

- reduce the total travel time between inspection jobs
- get the right level qualified inspector on the job
- bring down customer waiting time
- unload the backlog of work cases.

And all that while the customer is using the same volume of resources.
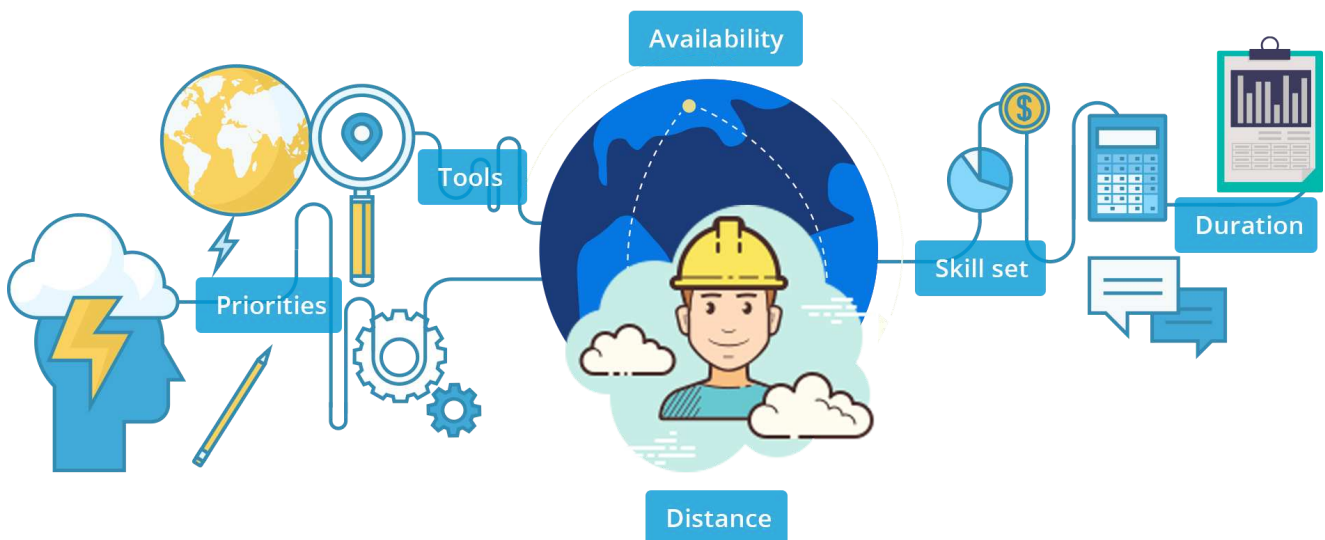
The Approach

Together with the customer we reviewed the large mix of priorities and constraints that were to be considered in the scheduling creation process. Then we configured these in our Jobtimizer AI engine together with the objectives to minimise costly activities like travel time.

The customer then had the chance to compare the outcomes as opposed to the past schedules. This validation enabled them to measure the significant efficiency improvement of the Jobtimizer AI engine.

The Solution

The delivering of the optimisation solution started with a workshop to capture the customer's priorities and rules. Based on the defined objectives, we started the Jobtimizer configuration stage. Then we prepared an outcome validation workshop. Within a week our customer had realised significant improvements as per the pre-defined goals.

The customer success program involved regular review meetings. During that stage, additional optimisation areas we identified and added. We implemented complexity scoring and skills determination into the decision-making capacity of our Jobtimizer's AI engine. The end result allowed a complex automation via our solution that met the goals of the customer.

30%
better resource utilisation

40%
reduced time spent on travel

Resource scheduling efforts reduced from days to minutes

Reduced customer waiting times by a lot

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