

HGS Workforce Management – Cloud Services

Service Overview

HGS provides a comprehensive, cloud-based Workforce Management (WFM) service designed to help organisations plan, deploy and optimise their workforce efficiently in line with demand. The service supports operational resilience, service performance and cost control by ensuring the right people with the right skills are available at the right time.

The Workforce Management service is particularly suited to contact centre, customer service and operational environments where demand fluctuates and service levels are critical. Delivered as a managed cloud service, HGS Workforce Management combines forecasting, scheduling, real-time management and performance analysis within a secure and scalable operating model.

Service Scope

HGS Workforce Management services cover the full workforce lifecycle, including:

- Demand and volume forecasting
- Capacity and resource planning
- Schedule creation and optimisation
- Real-time and intraday management
- Performance monitoring and reporting
- Continuous optimisation and improvement

The service can be delivered as a fully managed service or as a hybrid model, working alongside client operational teams.

Key Features

Forecasting and Capacity Planning

HGS develops accurate, data-driven forecasts using historical volumes, seasonal trends and known events. Forecasts are used to determine required staffing levels, identify risks to service delivery and support informed planning decisions.

Scheduling and Resource Optimisation

Schedules are created to balance service level achievement, workforce availability and efficiency. The service supports multi-skill environments and flexible working patterns, enabling organisations to adapt to changing demand while maintaining compliance with working time requirements.

Real-Time and Intraday Management

HGS provides active real-time management to monitor performance against plan, identify emerging issues and take corrective action. Intraday reforecasting, schedule adjustments and activity management are used to protect service levels during peaks or unexpected events.

Performance Monitoring and Reporting

Workforce performance is monitored through regular reporting, providing visibility of demand, staffing, adherence and productivity. Insight is used to support operational decision-making and continuous improvement.

Continuous Improvement

HGS applies a continuous improvement approach to workforce management, using performance data and trend analysis to refine forecasts, improve scheduling efficiency and reduce waste over time.

Security and Compliance

Workforce Management services are delivered in line with HGS information security and data protection policies. Access controls, role-based permissions and secure cloud environments are used to protect workforce and operational data. Services align with recognised information security standards and public sector requirements.

Service Management and Governance

Each customer is supported by a dedicated HGS service lead, supported by workforce management specialists. Governance includes regular service reviews, performance reporting and issue escalation where required. Clear roles, responsibilities and escalation paths are defined to ensure accountability and service continuity.

Service Hours and Support

Core service hours are Monday to Friday, 09:00–17:00 (UK time). Extended service hours, including evening and weekend support, can be provided by agreement to support critical services or peak operational periods.

Support is provided via email or ticketing systems, with response times agreed as part of the service scope.

Pricing Approach

Pricing for HGS Workforce Management services is flexible and based on service scope, scale, complexity and support requirements. Charges may be based on a fixed monthly service fee, day rates for specialist support, or a blended model. All pricing is agreed transparently with customers prior to service commencement.

Benefits

- Improved service level performance
- Better alignment of resource to demand
- Reduced operational risk and inefficiency
- Enhanced visibility and control of workforce performance
- Scalable and flexible workforce planning capability

Typical Use Cases

- Contact centres and customer service operations
- Public sector service environments
- Multi-channel service delivery organisations

- Services with variable or seasonal demand