



FPT Demand Forecasting and Optimisation Services



1. Overview

FPT Demand Forecasting and Optimisation Services provide cloud-based support for demand forecasting capabilities operating in live environments. The service focuses on forecast accuracy, explainability and operational relevance, enabling organisations to anticipate demand, understand its drivers and make informed planning decisions while reducing operational risk.

2. About FPT

FPT is a global technology services provider with extensive experience delivering data, analytics and cloud-based support services for large, complex organisations. With a scalable global delivery model and strong capability across forecasting, predictive analytics and cloud platforms, FPT supports the operation, optimisation and evolution of demand forecasting capabilities. FPT combines analytical expertise, structured service management and flexible delivery models to help organisations maintain accurate, explainable and operationally relevant forecasts over time.

3. Operating Demand Forecasting in Live Environments

FPT supports demand forecasting as an ongoing operational capability rather than a static analytical model. Services are designed to ensure forecasts remain accurate, relevant and actionable as demand drivers, policies, behaviours and external conditions evolve.

Forecasting solutions are operated within secure cloud environments and integrated with existing data sources to support continuous planning and operational decision-making.

4. Forecast Lifecycle Management

FPT manages the full forecasting lifecycle, including:

- Model configuration and validation
- Ongoing performance monitoring and accuracy tracking
- Regular recalibration to reflect new data, seasonality and structural changes
- Controlled updates and enhancements to forecasting logic
- Decommissioning or replacement of models where assumptions are no longer valid

This lifecycle approach reduces forecast drift and ensures outputs remain trusted for operational use.

5. Causal Insight & Scenario Planning

Beyond baseline forecasting, FPT supports causal analysis and scenario modelling to help organisations understand why demand changes and how future conditions may impact services.

This includes:

- Identification of internal and external demand drivers
- Scenario modelling to assess policy, capacity or environmental changes
- Sensitivity analysis to support risk-aware planning

These capabilities help decision-makers move from reactive forecasting to proactive planning.

6. Governance, Assurance & Model Risk

FPT applies structured governance to forecasting services to support transparency and trust. This may include:

- Documented assumptions and model logic
- Forecast accuracy reporting and variance analysis
- Root cause analysis for material forecast deviations
- Controlled change management for model updates

Governance arrangements are aligned to buyer requirements and agreed at call-off.

7. Operating Model & Support Interaction

Demand forecasting services are supported through tiered cloud support, with clear ownership for model operation, data pipelines and analytical outputs. Support processes are designed to ensure forecasting services remain available, performant and aligned with operational needs.

A named technical or service lead may be provided to coordinate forecasting operations, review outcomes and support continuous improvement.



THANK YOU

Tracy Tran

Business Development Manager

Email: HuongTL4@fpt.com