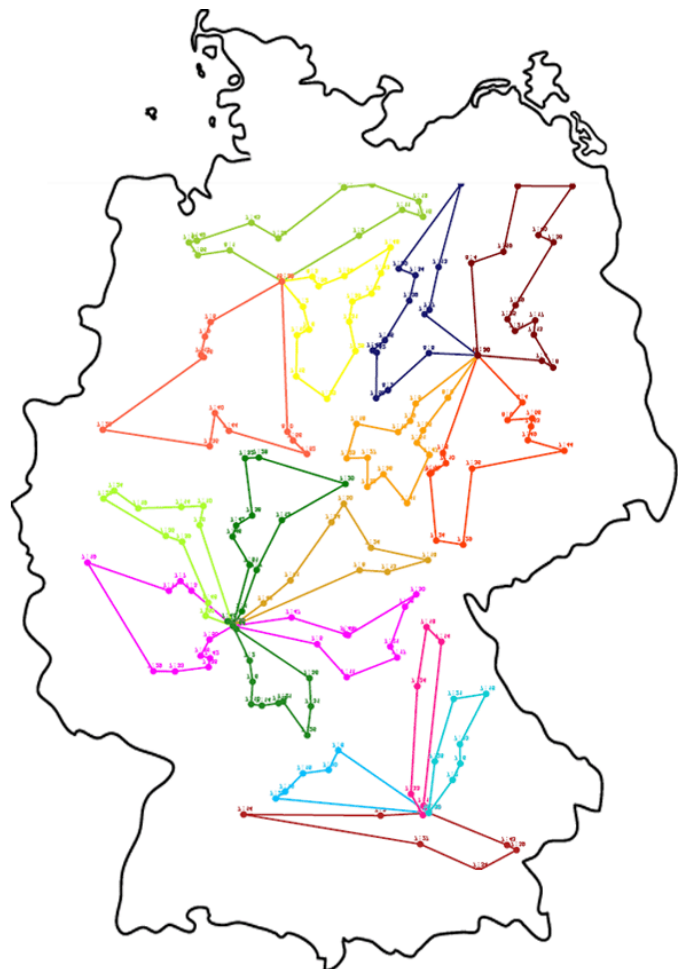


# Resource Manager

## Product Description

– Expert Services for Industry –



## Resource Manager

The ever increasing demand for the efficient utilisation of personnel and tight margins in a competitive market require that work forces be allocated their tasks more efficiently than by mere humans alone.

Resource Manager is a proven solution that combines the management skills of operators with the algorithmic number crunching ability of modern computers.

Resource Manager enables users to produce efficient service routing schedules for varying skills in single and multiple depot operations.

Resource Manager is used by utility, service and delivery companies to manage their services in a real-time environment.

IF Computers' 12 years experience in planning and scheduling has resulted in a product that combines A.I. and O.R. techniques as an "intelligent constraint technology solution", the modern approach to task management.

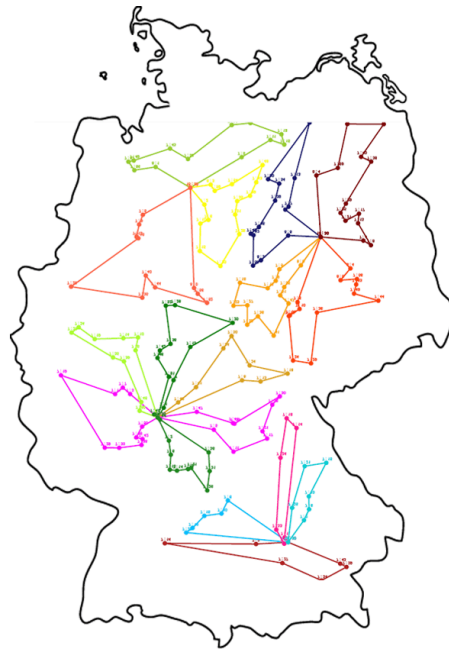
## Capabilities

Resource Manager provides both the flexibility and performance necessary to manage the complex real-time personnel dispatching.

Schedules are generated and modified as real-time transactions for a rolling time window. Resource Manager can be configured to suit your own operational environment and is easily integrated into other existing company software. In particular Resource Manager offers the following features:

- National and regional geographic planning
- Single depot, multiple depot and home-based scheduling
- Multi level overlapping resource skillsets
- Multi day tasks and the prioritisation of tasks
- Automatic real-time scheduling
- Interactive replanning, for parts or all the schedule

## Application Areas



Resource Manager can be deployed in a variety of scheduling situations and contains constraints and configurations which are suitable for:

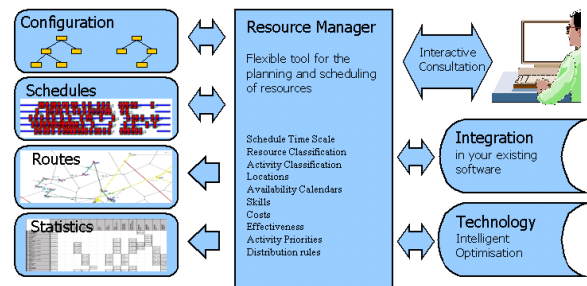
- **construction work scheduling** where tasks should be completed by the same crews across multiple days and work-flow constraints determine critical project paths.
- **service work scheduling** where travel time for hundreds of resources and thousands of tasks dramatically increases the complexity. Where emergencies require real-time adjustment to the schedule and uncompleted tasks should be prioritised for the next day.
- **appointment scheduling** where customers expectations must be met to ensure operational quality. Where skilled resources can only accept tasks at their available times. Where cancellations and variations to task time durations occur in real-time.

Integrated as part of the service hotline and dispatching work flow, Resource Manager centralises information and realises the more efficient scheduling of your personnel.

## Benefits

Introducing Resource Manager into your company will have a dramatic impact on the efficiency of your operation, improving both customer contact and service by:

- **more efficient schedule generation**  
Computer assisted scheduling systems accelerate the planning process considerably. Resource Manager used on a standard PC client-server computer easily justifies the outlay for both software and training.
- **more efficient changes to the schedule**  
Schedules often require real-time modification due to resources breaking down or being ill; here a recalculation of parts or the entire schedule can be made inside minutes, to minimize the impact to other scheduled resources.
- **interactive scheduling**  
A system that fully automates the scheduling process undoubtedly has its price in terms of flexibility; and could lead to unsatisfied personnel. Here, the experience and interaction of the schedule operators is an essential component.
- **providing what-if analysis**  
Small changes can have a big impact. With computer assistance, alternative scenarios can be explored more quickly and compared more easily.
- **consistent configuration**  
Schedules are based on re-occurring basis components: types of task, types of resource and other standard information. In automated planning these components need only be specified once and may then be repeatedly utilized.



## Competitive Advantages

- **Automatic Configuration**  
A key advantage of Resource Manager is in its configuration, used to accurately model your scheduling operation and guarantee that schedules closely and consistently match what is required.
- **Cost Saving**  
Up to a 20% reduction in the overall travel time leads to a significant cost saving for each and every scheduled resource.
- **Utilisation**  
The efficient utilisation of existing resources can increase both the productivity and capacity of the operation as a whole.
- **Increased Personnel Satisfaction**  
An automatically generated, fairly distributed schedule, which takes into account personnel wishes, increases overall employee satisfaction.
- **Increased Customer Satisfaction**  
Resource Managers operational flexibility, that integrates operator input, at each level of planning, enables a fast and efficient reaction to unforeseeable situations. Through the prioritisation of appointments and tasks the schedule can be corrected precisely.
- **Improved Service**  
Resource Manager realises the implementation of service work-flows to provide a consistent and professional customer relationship management.

## Platforms

Resource Manager is available for all modern Windows variants and additionally for integration with UNIX servers.

The automated scheduling may be deployed on a high-end PC client or performant server machines.

## Our Partnership

To assist in the successful deployment of Resource Manager we offer the following services:

- Requirements analysis for the integration of Resource Manager in existing business processes and software environments.
- Configuration of Resource Manager engine component for a particular problem domain.
- Development of addition graphical user interface functionality based on our own graphics specific to your planning and scheduling needs.
- Design and implementation of taylor made planning and scheduling solutions in general.

## IF Computer GmbH

IF Computer GmbH has been a preferred partner for resource allocation and optimisation software for many years.

World-wide projects for household name companies underly our success.

If you have further questions related to our product Resource Manager or are interested in discussing using Resource Manager as part of your own software solutions, please contact us at [info@ifcomputer.de](mailto:info@ifcomputer.de)

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