



Facilities & Infrastructure Services



United Kingdom

UK Services Organization Strengthens **Capacity Planning** with **Workforce Intelligence**

A leading UK-based facilities and infrastructure services organization wanted to gain greater visibility into workforce utilization across its operational teams. With limited insight into employee activity and workload distribution, the organization partnered with iOPEX to establish a workforce intelligence framework that uncovered optimization opportunities and enabled more informed workforce planning.

Highlights

- Limited visibility into workforce utilization made it difficult to identify excess capacity and workload imbalances across operational teams.
- iOPEX leveraged SKAN.AI, process intelligence, and workforce analytics to benchmark utilization, analyze activity patterns, and uncover workforce optimization opportunities.
- The engagement identified workforce optimization opportunities, surfacing 21 FTE positions that could be restructured while maintaining the current levels of service.
- As part of the exercise, we also established utilization benchmarks across 15 departments, and enabled data-driven capacity planning.

Business Challenge

As the organization expanded across multiple operational functions, workforce planning decisions were often made without a clear understanding of how capacity was being utilized across departments.

The lack of employee-level visibility made it difficult to identify productivity gaps, understand workload distribution, and proactively manage operational capacity. Leadership needed a structured way to measure utilization, benchmark workforce performance, and uncover opportunities to improve resource allocation.

Key challenges included:

Limited Workforce Visibility

The organization lacked a comprehensive view of employee activity and utilization across business units, making it difficult to identify excess capacity and workforce inefficiencies.

Uneven Workload Distribution

Workloads varied significantly across departments, resulting in underutilized resources in some areas and capacity constraints in others. This was placing undue stress on certain departments with employees getting dis-engaged and leadership having little knowledge about the actual intensities.

Capacity Planning Challenges

Without standardized utilization benchmarks, forecasting workforce demand and aligning resources with operational requirements remained challenging. Moreover, significant resources were spent on external consultants, interns, etc. without the complete knowledge of employee utilization.

Lack of Actionable Workforce Insights

Existing reporting mechanisms did not provide the level of operational intelligence required to support workforce balancing and productivity improvement initiatives.

iOPEX Solution

iOPEX deployed a **workforce intelligence framework powered by SKAN.AI's process intelligence platform and workforce analytics** to provide leadership with a detailed understanding of utilization patterns across the organization. The team meticulously analyzed the day-to-day patterns of application usage and the corresponding clickstream of large groups of employees to arrive at relevant insights.

Workforce Baseline Assessment

The engagement began by defining the workforce universe across operational teams and establishing a utilization baseline for analysis. Employees were grouped by function, department, and business unit to create a fair and consistent framework for workforce evaluation.

Employee Activity Intelligence

Using workforce activity analytics, iOPEX analyzed employee-level work patterns to identify utilization trends, workload variations, and areas of excess capacity across departments.

Utilization Benchmarking

A structured benchmarking framework was developed to compare workforce utilization **across 15 departments spanning multiple business units**. This provided leadership with a measurable standard for evaluating workforce performance and identifying optimization opportunities.

Department-Level Analysis

The team mapped utilization patterns across departments and business units to identify differences in workload distribution and operational capacity. These insights helped pinpoint areas where workforce balancing and resource optimization could deliver the greatest impact.

Workforce Optimization Recommendations

Based on the findings, iOPEX developed **targeted recommendations** focused on workforce balancing, resource redeployment, productivity improvements, and long-term capacity planning initiatives.

The Result

The engagement gave the client what workforce leaders need most: a clear, evidence-backed view of capacity.

21 workforce redeployment opportunities identified

iOPEX identified potential **21 FTE redeployment opportunities** across Energy, Power & Distribution, and Telecom operations. These included **6 opportunities in Energy, 3 in Power & Distribution, and 12 in the Telecom segment**. This gave leadership a prioritized view of where to focus workload-balancing, redeployment, and productivity-improvement initiatives.

7 departments flagged below the utilization expectations.

The benchmarking analysis showed that **7 departments were operating at expected utilization levels**. This helped the organization move from broad productivity assumptions to targeted, department-level action planning.

476 employees mapped for workforce visibility

The client gained a consolidated view of workforce activity across **476 employees**, including **232 active participants**. This gave leadership a more reliable way to understand actual capacity across divisions, rather than relying solely on static headcount or manual reporting.

Workload imbalance made measurable

The analysis revealed significant utilization variation across departments, with active working hours ranging from **3.3 to 13.5 hours per day** between 2 internal functions. This helped leaders identify where the workload was unevenly distributed and where capacity could be better aligned with business demand.

Stronger workforce planning foundation created

By establishing utilization baselines and department-level benchmarks, iOPEX gave the client a **repeatable framework for workforce planning**. Leaders could now compare departments, identify capacity pockets, prioritize redeployment opportunities, and make better decisions before adding cost to the operating model.



About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service. Over 70 global brands trust iOPEX as a strategic partner to turn AI into results that scale. We help clients accelerate enterprise transformation without endless consulting cycles by embedding intelligence directly into workflows. Contact us at www.iopex.com.

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