

# ALLOCS

## INTELLIGENT ASSET ALLOCATION AT SCALE



# AN INDUSTRY CONTINUALLY GROWING

Infrastructure, restructure and recovery, and building projects are reaching billion dollar proportions across Australia, and Traffic Management represents a pivotal role in these National projects.

The continued growth and development of the Traffic Management industry within Australia represents new challenges for companies and government to ensure compliance and management practices are aligned with changes to state and national Policies, Acts, Codes, standards, regulatory Frameworks and Strategies.

The industry is seeing a continued widening of the scope on safety and an increased rigour around compliance. This was high on the agenda at the annual Traffic Management Association of Australia (TMAA) conference in April this year with the theme of: "SCOPE" – safety, compliance, observation, protection and engagement.

Client requirements for workers, such as inductions, and expectations that records will be maintained and up to date have increased in line with these industry standards. Information compliance has therefore become ever more crucial to the effective and profitable running of organisations.

**\$61.8  
BILLION**

The cost of work-related injury and disease to the Australian economy. Injuries accounted for \$28 billion (45%) of the cost.<sup>1</sup>



Infrastructure construction activity is expected to grow by 10% to \$62 billion in 2019 alongside non-residential building activity which is expected to expand by 12% by the end of 2018, lifting the value of activity to \$42 billion.<sup>2</sup>

# SAFETY AND COMPLIANCE CONSTANTLY EVOLVING

Works on the road network, infrastructure, construction, emergency services, recovery and utility services, public events, and repair and reconstruction sectors throughout Australia show little signs of slowing.

Frameworks such as the Australian Work Health and Safety Strategy 2012 - 2022 which are designed to improve levels of compliance with relevant work health and safety duties (WHS) across a range of sectors are increasing the requirements of network participants to improve the levels of health and safety within the supply chain.

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**\$1.6B** Cost of workplace incidents to employers.

**\$5800** Cost per incident to companies.<sup>3</sup>

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General occupational health and safety regulations as well as state-specific WHS requirements, including information on the

relevant and necessary licenses and permits, inductions and training must be adhered to and kept up to date to avoid mistakes and accidents. Companies need robust information that they can trust, at their fingertips.

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**9/10**

**SPREADSHEETS  
CONTAIN ERRORS**

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Yet most businesses base their decision making on data in spreadsheets.

Excel is capable of providing more than one million rows. Aside from the time required to maintain the spreadsheet (or spreadsheets), in keeping documents with hundreds or thousands of data records up to date, errors can occur in data input, formatting, calculations or formulae; as well as version control with multiple iterations of the same spreadsheet copied and shared across the organisation.

Decisions based on flawed information lead to errors that cost time, money and reputation. To combat this, companies are adopting systems that are designed to enhance work processes and increase the capability to control risks associated work activities.

# INTELLIGENT PROCESS AUTOMATION

**1 IN 5**

Australian businesses  
are in the Cloud

SaaS technology systems in the cloud, using a network of computers to store and process information, rather than a single machine, offer storage elasticity, minimal in-house management and almost instant set-up.

Companies are using cloud technologies to automate, streamline, or eliminate processes, all with a view toward improving their ability to respond to evolving industry requirements and customer expectations. Businesses are adopting these tools at scale in order to compete and grow. One such advancement is Intelligent Process Automation: a set of technologies that combines process redesign, process automation, and machine learning or put more simply: using software and artificial intelligence to optimise business processes and accelerate administrative activities.



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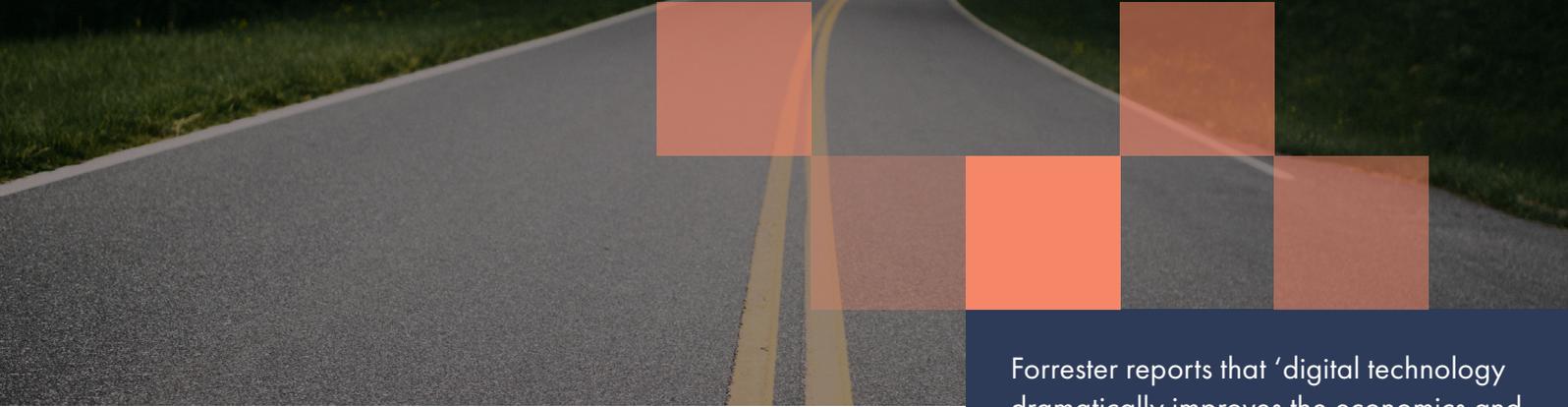
Using hardware, software, algorithms, and the internet, it's **10 times cheaper and faster** to engage customers, create offerings, harness partners, and operate your business.<sup>4</sup>



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Some companies across industries have already been able to automate **50 to 70 percent of tasks** with return on investment generally in **triple-digit percentages**.<sup>5</sup>

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Forrester reports that 'digital technology dramatically improves the economics and capabilities of every business'.<sup>6</sup>

IPA mimics activities carried out by humans and, over time, learns to do them better. ROI is measured through time saved and productivity gained, rather than in purely financial terms. While people often focus on the cost savings, IPA also provides significant other benefits, including speed, precision, and improved customer service:



**Accuracy** — reduction of operational risks.



**Customer service** — improved response times and customer experiences.



**Productivity** — smart workflows, enhanced efficiency, increased worker performance.



**Revenue** — availability, utilisation of assets, reduction in administrative tasks by removing repetitive, replicable, and routine tasks from requiring human intervention.

## TECHNOLOGY IS KEY

to maximising organisational performance. Almost all business leaders (96 per cent) believe technology helps drive organisational efficiency. Having the right tools in place gives companies the confidence to achieve their compliance and productivity goals.

When surveyed<sup>7</sup>, 702 IT and business management decision-makers, reported using digital in their businesses for two core reasons:

**1.** Enabling worker productivity through tools such as mobile, data access and AI-assisted processes (52%).

**2.** The ability to better manage business performance through data availability and visibility (49%).

# ALTUS USES ALLOc8 TECHNOLOGY TO MANAGE ASSET ALLOCATION AT SCALE

Altus specialises in the delivery of a full suite of traffic management services across Australia, with a national footprint currently exceeding 24 regions.

Established over 14 years ago, the company currently provisions for and delivers more than two million hours of traffic management services annually through a resource base exceeding 1,800 staff, 1,000 vehicles and 1,000's of ancillary traffic devices.

Altus adopted Alloc8 two years ago. It replaced an archaic, on-premise solution that could no longer keep pace with the demands of such a dynamic environment. Alloc8 is now fully embedded in the organisation and is currently being used throughout the company from schedulers allocating jobs to administrative staff for invoicing and C-suite reporting.

Alloc8 empowered staff to meet the company's scheduling requirements whilst enabling the organisation to place an enhanced emphasis on safety and compliance.

Powered by the right technology, the complex manual process of batching staff and equipment across multiple sites with multi-job locations, flexible job structures and a casual workforce, became seamless.

Online cloud systems like Alloc8 deliver a faster, more productive way to work, with in-built controls and checks and the ability to work backwards and forwards: to retrospectively check on what's been done by each person logging into the system, and also to forecast future labour and equipment requirements.

## 44%

of wasted time (during the workday) is due to inefficient processes

## 48%

of customers have suffered due to inefficiencies

## 96%

of business leaders say that technology helps drive organisational efficiency

# DOING MORE WITH A LEAN, EXPERT TEAM

Altus can continue to grow without adding additional headcount and it's staff can focus on managing relationships as key account managers; working alongside clients early to plan and prepare for the resource needs of future projects.

The team are realising a host of benefits everyday through the use of Alloc8:



Avoid manual errors to ensure that critical activities cannot be overwritten.



Audit trail of who did what and when.



A solution that grows with the company.



Eliminate the hours spent on manual, paper-based processes

*The hard part of my team's day is balancing the resources out and Alloc8 does that for you. It does the thinking for you. In the past it would be easy to miss something. Now, you know what you've touched. You can see where you are moving people to and from. You can see where your vulnerabilities are and find the relevant people and resources easily.*

— Steve Turner, Service Delivery Manager, Altus Traffic

# SIMPLIFY COMPLEX TASKS AT SCALE, SAVE TIME AND INCREASE PRODUCTIVITY

- 1 scheduler per 100 staff
- Saving of 1 invoicing employee
- 1 day less to run weekly invoicing
- Invoice adjustments from 40% to 5%
- Reduction in payroll queries
- Client satisfaction improved (as measured by NPS)
- Staff satisfaction improved (as measured by NPS)
- Scheduling time reduced by 40%
- Time to book a job reduced by 50%
- Reduction in overtime costs
- Vehicle and staff utilisation improvement



# TOP TIPS FOR IMPLEMENTING A MOBILE WORKFORCE MANAGEMENT SOLUTION

**52%** of enterprises say enabling worker productivity through tools such as mobile, data access, and AI-assisted processes are the essence of their digital business strategy.

**49%** say better managing business performance through data availability, and visibility is what defines their digital business.

**46%** say meeting customer experience expectations using digital technologies is the centre of their digital business.<sup>8</sup>

## Platforms designed to scale

There are a myriad of digital platforms that support core competencies, incorporate best-in-class technology and enable organisations to grow with less investment. Here we outline the key steps in identifying, choosing and implementing the right solution for your unique business.

# 1. Due diligence and evaluation

Ensure you are provided with detailed product demonstrations with real-world examples of how the solution can be applied to your business. Trial a sandbox, understand the cost structure to ensure the solution can grow with the business without becoming cost prohibitive, involve management as well as functional experts and end-users.

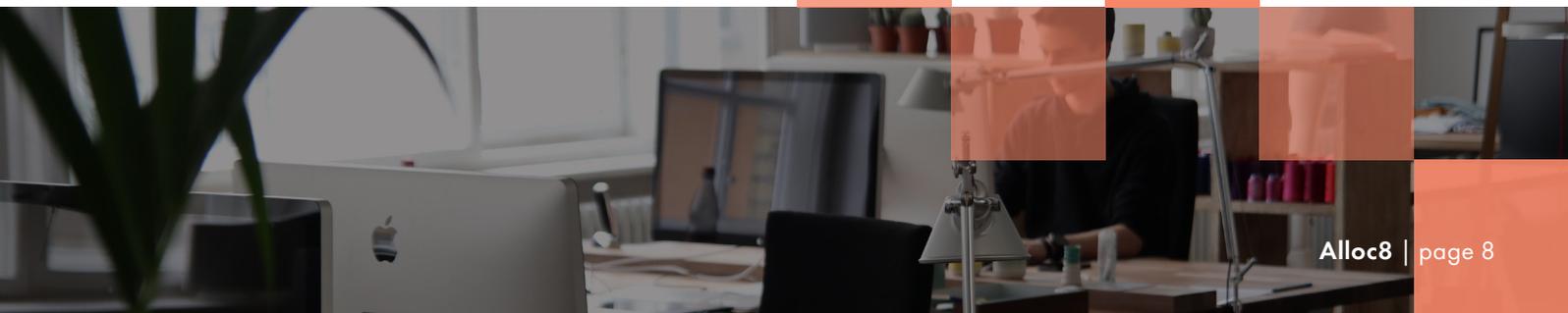
# 2. Fit

Create a set of criteria on which to evaluate competing solutions and rank these features as 'crucial', 'important' or 'nice to have'. Things you might want to consider are:

- Total annual cost and contract lock-in periods
- Integrations with existing business systems and whether these are off the shelf or require bespoke configuration
- Ongoing system, technical and end-user support
- Access to platform upgrades and the latest features included in the monthly/yearly cost and how often are enhancements released
- Flexibility of the platform to mirror and complement, not dictate, your internal processes.

# 3. Implementation

- Document existing processes and ways of working - assess your existing business processes to make improvements where you need to
- Onboarding - support and duration of set-up, testing and go live and support for staff training
- Configuration and data migration - good data in, good data out. Spend time mapping your processes and data and configuring your system for the best long term output
- Integration - with existing or in-house systems. There is a misconception that technology systems are only relevant in the largest global organisations and require massive business process re-engineering or change management programs. This is not the case. These platforms should silently dovetail with not only your existing business processes and optimise them but also seamlessly integrate with your existing technology stack
- Reporting - defining what metrics are relevant to the business and ensuring insights are available in real time as well as retrospective reporting and forecasting.



<sup>1</sup> In 2012–13, work-related injury and disease cost the Australian economy \$61.8 billion, representing 4.1% of GDP <https://www.safeworkaustralia.gov.au/statistics-and-research/statistics/cost-injury-and-illness/cost-injury-and-illness-statistics>

<sup>2</sup> <https://www.acif.com.au/forecasts/summary>

<sup>3</sup> <https://www.safeworkaustralia.gov.au/statistics-and-research/statistics/cost-injury-and-illness/cost-injury-and-illness-statistics>

<sup>4</sup> <https://reprints.forrester.com/#/assets/2/644/RES137090/reports>

<sup>5</sup> <https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/intelligent-process-automation-the-engine-at-the-core-of-the-next-generation-operating-model>

<sup>6</sup> <https://reprints.forrester.com/#/assets/2/644/RES137090/reports>

<sup>7</sup> [https://cdn2.hubspot.net/hubfs/1624046/Digital%20Business%20Executive%20Summary\\_FINAL.pdf?t=1535133057003](https://cdn2.hubspot.net/hubfs/1624046/Digital%20Business%20Executive%20Summary_FINAL.pdf?t=1535133057003)

<sup>8</sup> <https://www.forbes.com/sites/louiscolumbus/2018/04/22/the-state-of-digital-business-transformation-2018/#7e1f08a25883>

## About Alloc8

Alloc8 are experts in intelligent resource allocation. The technology platform automates the allocation of assets, even in the most complex and dynamic of environments.

**Performance. Safety. Profit**

## Contact Alloc8

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