

From Blind Spots to Hitting Targets in 60 Days

A WFM Navigator case study from Solid Rock Consulting

59% → 85%

Service level, before and after

60 days

From Navigator go-live to hitting targets

3

Fully remote contact centres planned by SRC

01 | AT A GLANCE

CLIENT

London Borough of Barking and Dagenham (LBBD), a London local authority

ENGAGEMENT

WFM Health Check, followed by WFM Navigator (resource planning as a service)

OPERATION

Three fully remote contact centres: Housing Repairs, Generics, and Welfare & Debt

RESULT

Hitting targets within 60 days, with managers back to managing people

02 | THE CHALLENGE

The London Borough of Barking and Dagenham (LBBD) runs three contact centres serving residents across housing repairs, general enquiries, and welfare and debt advice. All three are fully remote. Without a dedicated planning function, the operation was running blind:



No strategic view.

Leaders couldn't see far enough ahead to plan staffing for the weeks and months to come.



Blind-spot reporting.

The data that existed didn't show where service was slipping, or why.



Managers stuck in the queues.

Team managers spent their days firefighting real-time queue problems instead of coaching and developing their people.

For a public service where residents may be calling about urgent repairs or financial hardship, that lack of control mattered.



Within 60 days, we are hitting targets, making data driven decisions, and my managers are actually managing people again. Solid Rock transformed our operations, and I highly recommend them to any organisation needing strategic workforce clarity.

Sabina O., Head of Customer Service, London Borough of Barking and Dagenham

03 | WHAT WE DID

STEP 1 WFM Health Check

SRC started with a WFM Health Check: a structured review of how LBBD forecast demand, built schedules, managed the day and reported performance. It showed exactly where the gaps were and what it would take to close them.

STEP 2 WFM Navigator

LBBD then handed its resource planning to SRC through WFM Navigator. SRC's WFM team became LBBD's planning function across all three contact centres:



Forecasting and capacity planning.

Monthly forecasts for each service line, revised as demand shifts. When enquiries in the Generics line were projected to rise 15% in October, the team updated the forecast and staffing plan ahead of time.



Scheduling.

Schedules built to match when residents actually call.



Real-time support.

SRC's analysts watch the queues during the day, so LBBD's managers don't have to.



Clear reporting.

Regular performance reporting that shows what's happening and why, so leaders can make decisions based on data.

04 | THE RESULTS

Within 60 days of Navigator going live:



Hitting targets.

LBBD began meeting its service targets, and all three service lines are now consistently on track.



Decisions based on data.

Leaders have a clear view of demand and performance, and plan ahead instead of reacting.



Managers managing people again.

With SRC handling planning and the queues, LBBD's managers are back to coaching and supporting their teams.

SERVICE LEVEL

BEFORE **59%** → AFTER **85%**

05 | WHAT'S NEXT

SRC continues to run resource planning for all three LBBD contact centres, adjusting forecasts and schedules month by month as resident demand changes.

Could your operation look like this in 60 days?

If your managers are stuck in the queues, or you can't see far enough ahead to plan, WFM Navigator gives you an expert planning team without the hiring risk. Start with a free Data 100 assessment and see where your workforce planning stands.

navigator.thewfmpeople.com