Forecasting - RACV

Background

The Royal Automobile Club of Victoria is a motoring club and mutual organisation which provides its Members with a range of products and services in the areas of motoring and mobility, home, leisure, financial services and general insurance. This project concerns the roadside assist and battery fleet.

In order to be efficient and deliver customer service levels, the organisation has to make sure that the right vehicles are available, in the right place, at the right time. In order to do that, an accurate demand forecast, and an accurate estimation of fleet size is required.

The Challenges

RACV identified 2 key challenges:

- The current forecasting engine is no longer supported and requires replacement

- The need to understand the changes that will be required with the introduction of multi-purpose (general roadside assist and battery) vans
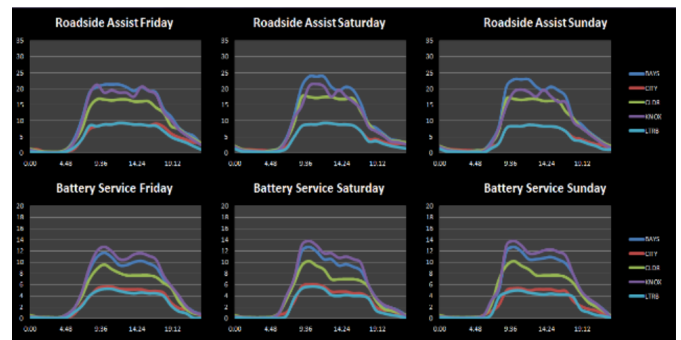
Opturion was engaged for both projects.

Forecasting

Opturion created a new forecasting tool based on Artificial Intelligence. It takes data on month, day of week, holiday, school holiday and weather to create a 24 hour demand forecast, by dispatch area, by vehicle type.

In tests, the forecasting tool was shown to be more than 95% accurate.

Multi-purpose Vans

Opturion carried out an analysis of the impact of multi-purpose vans using a range of methods, including minute by minute simulation on historical data. The conclusions were that their introduction would be enable a reduction in fleet size with no adverse consequences for customer service.
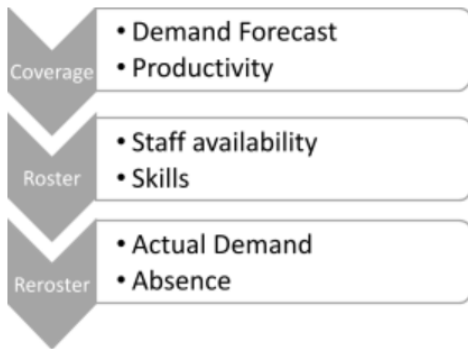
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Intelligent Decision Support

Further Work

Opturion created a rostering application that takes forecasted remand and builds a roster based on staff availability and skills.

The process is driven by forecast demand and shifts are created to service the daily fluctuations.

Absence can be managed by re-optimising on the day.

Coverage
- Demand Forecast
- Productivity

Roster
- Staff availability
- Skills

Reroster
- Actual Demand
- Absence

Further Information

Please contact Opturion for a demonstration, or give us some data that we can use to identify potential benefits.

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