

## CAPACITY FORECAST DIGITIZATION

CGN analyzed and digitized a business need which allowed strategic business decisions to be made at dealerships and allowed our client to prepare for the market's strategic direction.

### Business Problem

With exploding product sales and increasing need for product support, our client's capability to provide the proper training and incentive packages was severely hampered by existing business processes. An aging workforce created concerns that the ability to provide field support would begin to be detrimental to the organization's success.

### CGN Solution

CGN created a digitized solution to respond to the organization's growing needs. This solution was created during a multi-phase process. Phase 1 involved including dealerships and associated business units to accurately capture the needs and constraints of the current dilemma and prepare for the future needs. Phase 2 included the digitization of the solution and pilot testing to the end users. Phase 3 saw the solution rolled out in production form.

### Customer Benefit

The organization was able to forecast the needs for their training and support systems worldwide. Many of the dealerships gained the capability to look into their needs for service technicians and gained key financial insight on how best to provide career advancement and training while ensuring that business needs would be continually satisfied.

### SCOPE

*Lean office digitization  
solution of a business  
problem*

### BUSINESS DRIVERS

*Forecasting training career  
development*



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