



CASE STUDY: CONSUMER PRODUCTS ORGANIZATION

INDUSTRY

Consumer Products and Services

COMPANY BACKGROUND

Leading provider of business and financial management solutions for small and mid-sized businesses, consumers, and accounting professionals. The company has nearly 7,000 employees, with major offices in 13 states across the United States, and offices in Canada and the United Kingdom.

KEY OBJECTIVE

To develop effective budget forecasts for the approaching fiscal year



CLIENT CHALLENGES

- Assistance with budget planning for the upcoming fiscal year
- Improvements in the development and execution of operational forecasts



ICMI SOLUTIONS

- Completed planning in time for budget process
- Developed staffing plans for multiple sites and lines of business
- Developed handle-time forecast models that incorporated high seasonal employment
- Developed advanced monthly volume forecast models to help analyze new customer and busy season data
- Leveraged client data to build and train better interval and daily forecasts
- Trained how to measure forecast accuracy for improvement
- Identified process issues that contributed to poor forecast performance