



latentview

Actionable Insights • Accurate Decisions

Demand Forecasting

to Improve Service Delivery

Client

**Leading Home
Appliances and Repair
Services Provider**



The Problem

Inaccurate demand plans result in poor service levels, which was at a low 45%.

The Before State

Rudimentary forecasting process with each function operating with a different view of overall demand resulted in inefficient service delivery process.

The After State

Demand forecasting accuracy went up to 92% from 65% reducing lead time by 20%. 4% increase in First Time Completes resulting in an **incremental revenue of \$5 million per annum** due to reduced cancellations.

The LatentView Solution

Combined forecasts from different algorithms (ARIMA, ETS, TBATS or Holt-Winters) to boost accuracy. Forecasts were evaluated monthly and recalibrated as appropriate.

About LatentView Analytics

LatentView Analytics is a leading global data and analytics service provider helping companies turn data into actionable insights to gain competitive advantage. As a trusted analytics partner to the world's most recognized brands, LatentView solutions provide a 360-degree view of the digital consumer, fuel machine learning capabilities and support artificial intelligence initiatives. LatentView's success is driven by a commitment to deliver unrivalled analytics solutions that enable Fortune 500 companies in the retail, CPG, BFSI, high tech, healthcare and other sectors to predict new revenue streams, anticipate product trends, improve customer retention, optimize investment decisions and turn unstructured data into a valuable business asset. LatentView has offices in Princeton, N.J., San Jose, Calif., London, Singapore and Chennai, India with more than 600 employees globally.

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