

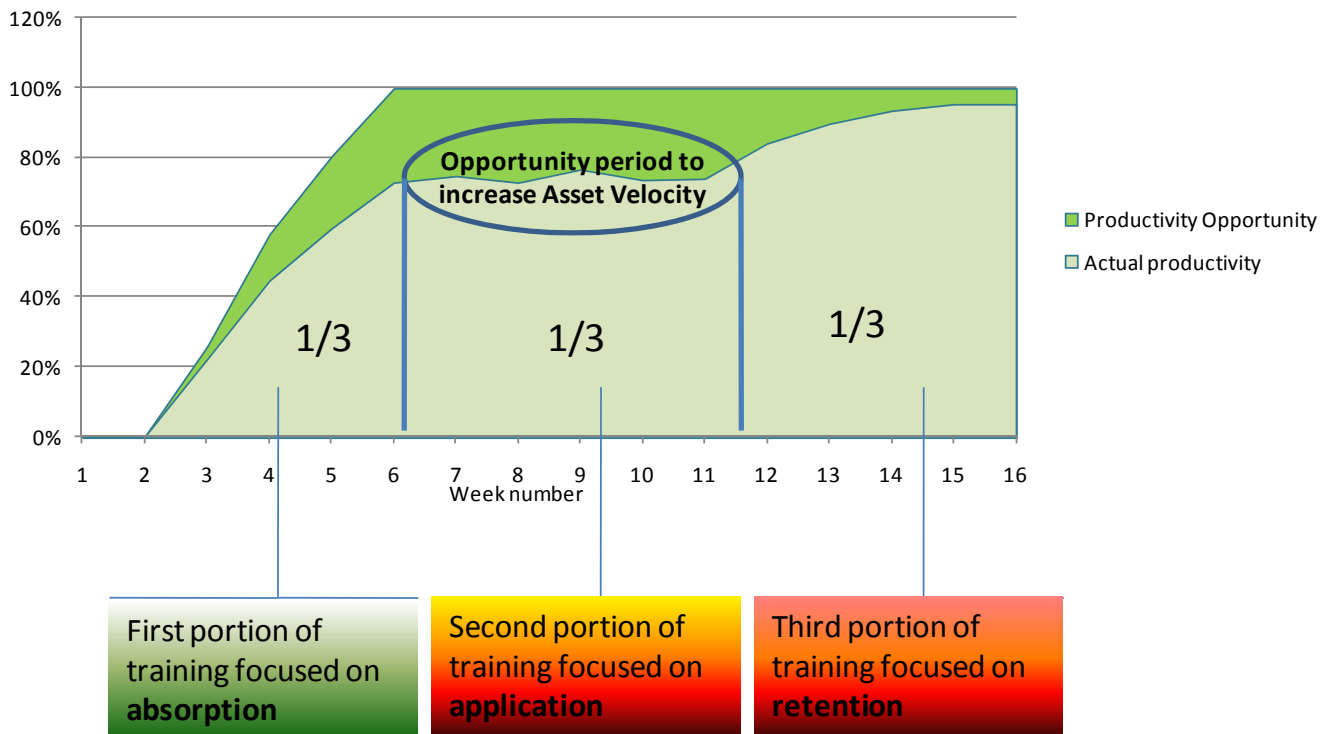
Asset Velocity: Enhancing Productivity through Performance Management in Support

Definition – Asset Velocity is the ability to hire, train and deploy a resource in the most efficient method. Effective management of Asset Velocity is a reduced time to deploy resources into a specific support environment, thereby increasing their mean time to optimum performance.

Measurement – In order to quantify and measure Asset Velocity, the specific support model must have a training program in place that defines and documents the various steps necessary to deploy a support professional over a specific period. Measurements should include recruiting time, new hire training, as well as customer training and deployment. Minimum productivity or utilization rates must also be established in order to benchmark Asset Velocity of a specific resource, as well as team performance.

Benchmarks and Continuous Improvement – In order to effectively improve and deliver services faster and at a lower cost to the operation, the support model must have validation points in which it can determine how individuals are performing and those milestones must be compared against subsequent professionals. Continuous improvement is considered achieved only when the support model can quantify the reduced amount of time required to deploy resources and meet stated productivity objectives. Below is an illustration where the Productivity Opportunity exists during a training cycle.

Asset Velocity



Asset Velocity can be defined as a support organization's ability to hire, train, and deploy a resource into a support environment in the most efficient manner

Productivity Opportunity – During the second portion of training support organizations can expect to find the highest level of opportunity to improve and increase the Asset velocity of support resources. This period typically focuses on application of knowledge retained. During the first and third portion of training support resources are less likely to increase Asset Velocity based on their expected output and skill level.

Asset Velocity Output – The results of improved Asset Velocity should be evident in two primary areas: increased speed to deployment and improved processes for deployment of resources. The costs and savings are quantified in the resources improved Asset Velocity. Additionally, the support model should be able to change and improve their processes to accommodate a more efficient deployment model. This will include improved recruiting processes, new hire training, customer specific training, as well as coaching feedback and monitoring.

Financial Return – Quantifying the Financial Return should be measured and reported on both a quarterly and annualized basis. Monthly measurements typically do not reflect the full lifecycle of Asset Velocity for support resources. The key factor in quantifying the financial return is improved deployment times. The equation below can be used in determining the financial loss or savings on Asset Velocity.

Professional Productivity Cost/Savings Calculation:

Salary x total % utilization lost (benchmark one) = B1 asset Velocity Cost

Salary x total % utilization lost (resource one) = R1 Asset Velocity Cost

B1 – R1 = Asset Velocity savings or productivity improvement

Summary – Asset Velocity is a critical success factor in the deployment of support resources. While measuring volume and quantity is an important factor in performance, the overall effectiveness of support resources should be quantified as well. Asset Velocity is an important tool for continuously measuring an organization's ability to deploy resources effectively. The ability to execute and increase Asset Velocity for support resources can translate to significant savings for companies.

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