Case Study: Transforming Military Operations Center Scheduling with Balance Scheduler™

In the dynamic world of military operations, efficient scheduling is essential for maintaining readiness and optimizing resource utilization. This case study contrasts the legacy scheduling process of a standard Military Operations Center with the innovative potential offered by Balance Scheduler™, a cutting-edge, AI-optimized and automated scheduling solution developed by Duality Systems.

THE PROBLEM

The military operations center, part of a squadron nested within a significant federal space-oriented organization, faces several critical challenges in its legacy scheduling process:

- Almost 100% manual scheduling with minimal automation.
- Multiple sources of requirements, requests, and information received via email, chat apps, word of mouth, and sticky notes.
- Heavy reliance on Excel Spreadsheets, no quick way to I.D. critical dependencies or gaps.
- No accessibility of schedules when individuals are not physically present at ops center.
- Frequent updates and coordination via email resulting in unpredictable schedules.
- Approximately 40% of one employee’s week is spent on creating and updating schedules.

OBJECTIVES

The organization’s objective is to streamline and optimize its scheduling process to reduce time and manpower expenses while gaining strategic insight.

Key Goals:

- Automation of scheduling processes.
- Reliable, accessible, and coordinated schedules.
- Enhance visibility into workforce utilization and availability.
- Reduce mission risk due to human error.

PROPOSED ACTION: INTERNAL DEVELOPMENT

Initially, the organization embarked on an ambitious internal development project, assembling a team of internal junior software coders and contractors. Their plan was to develop a custom solution at an estimated cost of at least $175,000 over 12 months.

RESULTS: INTERNAL DEVELOPMENT

Despite the significant investment in the internal development project, the solution remained unimplemented even 12 months after project initiation. Legacy scheduling processes continue to hinder the organization’s efficiency.

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ALTERNATIVE ACTION: BALANCE SCHEDULER IMPLEMENTATION

An alternative and highly efficient solution was available in the form of Balance Scheduler™, developed by Duality Systems and hosted on AWS GovCloud. This innovative software offered a more rapid and cost-effective path to enhanced scheduling.

Balance Scheduler™ Benefits:
- Reduced schedule creation time to 15 minutes or less for each unit of approximately 30 employees with complex scheduling constraints.
- Ability to adapt quickly to schedule disruptions, ensuring mission readiness.
- Scalable beyond the single operations center to the entire organization within a month.
- Enhanced user experience with iOS and Android applications for off-site accessibility.
- Options for higher security-level implementation.

ALTERNATIVE RESULT: BALANCE SCHEDULER IMPLEMENTATION

Had the organization chosen to implement Balance Scheduler™, it could have realized the following benefits:

- Rapid deployment and utilization within a month.
- Cost-effective solution at approximately $15 per user per month.
- Immense time savings with a 99.9% improvement in scheduling efficiency.
- Enhanced visibility into workforce utilization and availability.
- Cost savings compared to in-house development, equivalent to approximately 11,667 individual user months (1 year subscription for 1,000 users, 5 years’ subscription for 200 users).

CONCLUSION

This case study highlights the critical importance of efficient scheduling in military operations. While the organization initially embarked on an extensive internal development project, a more agile and cost-effective solution was available in the form of Balance Scheduler™. By embracing this advanced scheduling solution, the organization could have optimized its scheduling processes, significantly reduced costs, and gained invaluable insights into workforce utilization, all within a month of implementation. Balance Scheduler™ offers a comprehensive scheduling solution, transforming military operations into streamlined, efficient, and highly adaptable environments.