

Managing Capacity in a Dynamic World

About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for 95 years. Providing a broad range of services in strategy, operations, organization and change, information technology, systems engineering, and program management, Booz Allen is committed to delivering results that endure.

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Large-scale military deployments. The threat of terrorist events. Natural disasters such as hurricanes and earthquakes. Major economic crises, including the collapse of banks or large corporations. When these types of events occur, response times are short and last-minute planning can be expensive—and can jeopardize missions. Organizations need to be ready for what's next.

While the challenges are well recognized, government agencies increasingly face opposing imperatives—be prepared to respond to a range of unpredictable events but also reduce costs in the face of growing budget pressures. Although today's enterprises use more advanced approaches to resource utilization, not all plans are created equal. Most organizations are not as prepared as they think—many only discover their shortfalls when it's too late.

Booz Allen can help you be ready for what's next

Booz Allen Hamilton, a leading strategy and technology consulting firm, helps organizations manage their capacity—including planning for crises and other unexpected events. Our approach is particularly appropriate when the problems are complex and involve numerous stakeholders, interrelated systems, and alternative courses of action.

We help organizations answer questions such as:

- Can your organization's production capacity meet surge requirements? Could it meet those requirements tomorrow without a delay?
- Do you know where the major facility or network "choke points" are? In contrast, is there excess capacity in some resources?
- Is your workforce scalable? Is it distributed in the most efficient manner? Can it respond to a major event or crisis? Can it respond to multiple events or multiple crises?
- Are your equipment assets sufficient? Where should investments be made and why?

Our capacity planning service offering

Booz Allen uses a structured analytic approach and proprietary tools grounded in quantitative and qualitative analysis—integrating science and technology with human perspectives. Using this approach, we generate insights to help organizations better understand existing and emerging threats, vulnerabilities, and opportunities. Our professionals enable clients to examine their operating environment (physical and non-physical networks) to identify critical nodes, key relationships, redundancies, and vulnerabilities. We also examine alternative scenarios to better understand impacts that today's decisions may have in the context of the future—employing data mining and computational social sciences to support strategic business decisions.

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delivering results that endure

To handle these complex issues, we work with clients to prepare the design, develop scenarios, perform simulations, and conduct thorough analysis.

- **Design:** Booz Allen works with clients to understand the options they want to evaluate and works with them to set up the model and data structures necessary to evaluate various scenarios and outputs.
- **Scenario Development:** We work with stakeholders to develop detailed scenarios to identify potential issues, areas of weakness, and opportunities.
- **Simulation:** Booz Allen works with clients to simulate the most difficult problems, test courses of action, determine uncertainty and variability, and learn the probable outcomes of strategies.
- **Analysis:** We help clients to determine optimal analytical approaches to define recommendations and assess future business implications.

Booz Allen experience and expertise

As a recognized leader in capacity planning and analytics, Booz Allen helps clients address their toughest problems with analytical approaches, customized tools, data sets, and simulation models that are specifically crafted to create, analyze, and test strategies and decisions.

We have partnered with many organizations to help them explore the complex nature of capacity planning. The following examples describe recent work:

- A major U.S. producer and distributor was growing so rapidly that production outpaced capacity at its distribution centers, causing bottlenecks and delays. The company hired Booz Allen to develop a customized Capacity Planning Model that analyzes supply chain throughput, capacity, bottlenecks, and resource utilization at both the facility level and enterprise-wide. The simulation model enabled the company to plan effectively for long-term growth while also improving day-to-day management of its supply chain.
- A foreign government's Ministry of Health needed to ensure it was fully prepared for a range of potential emergencies. The organization hired Booz Allen to model requirements against its capabilities across a wide range of scenarios. We worked with the client to identify capability gaps against the desired future end state—developing a plan to more effectively manage its resources within cost constraints. We developed actionable recommendations to address the gaps and tied those recommendations to an overarching preparedness plan so the organization could be best prepared for a variety of emergencies.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.