

USE CASE #22

National Credit Union



The Scala Solution:
Scala Pulse Assist

The Problem:

Planning Without Predictability

- ➔ Demand surges arrive without warning.
Staffing decisions are made reactively.
- ➔ Service levels fluctuate. Members experience the consequences.
Reactive staffing decisions don't just affect service levels. They affect member trust.

What Scala Does:

Pulse Assist detects demand signals across the operation and predicts where volume will rise and why.

It recommends staffing adjustments, automation opportunities, and workflow changes before the surge arrives.

Leaders plan ahead instead of scrambling to catch up.

Outcomes:

- ✓ 3:1 ROI
- ✓ More predictable service levels
- ✓ Better workforce utilization
- ✓ Fewer staffing surprises