

### Executive Summary

Acusis, a leader in home based medical transcription/clinical was facing challenges in having authentic and factual data w.r.t. their employees' compliance. To obtain greater insights into work time of employees, Acusis deployed ProHance across locations in India. This provided complete workplace transparency to Team Manager as well as individual employees on their work styles.

With ProHance, Acusis was able to achieve:

- › Healthier Work Life balance.
- › Better compliance with increased clarity to employees on productive time
- › Greater consistency in complying with logged hours

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### Background

Acusis, the pioneer and leader of home based medical transcription/clinical documentation in India, is trusted by some of the most reputed healthcare providers of USA to handle and deliver their medical transcription/clinical documentation on time; consistently exceeding the most exacting quality, technology, and confidentiality standards. With operations in USA, India and Philippines, Acusis truly has a global delivery model.

Acusis India headquarters is in Bangalore, with additional offices in Mysore, Chennai and Coimbatore

### Challenges

- Employees stretching their work hours resulting in work life imbalance.
- Lack of insight into employee activities & their usage of work time.
- Inconsistency in compliance by employees to expected Logged Hours.

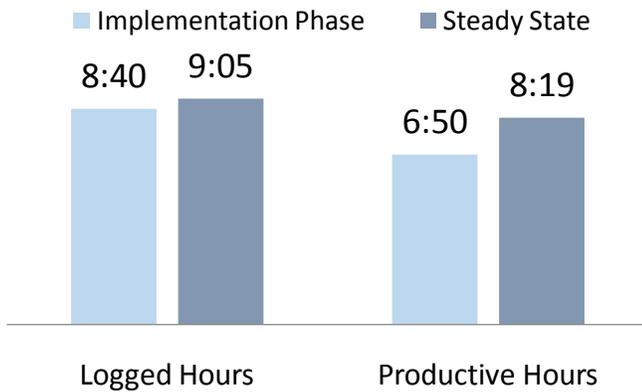
### ProHance Solution

Acusis was facing challenges in having authentic and factual data w.r.t. their employees' compliance with organization norms related to Logged Hours and Productive Hours.

To obtain greater insight into work time of employees, Acusis deployed ProHance for their employee spread across geographical locations in India. This provided complete workplace transparency with analytics to Team Manager as well as individual employees on their work styles.

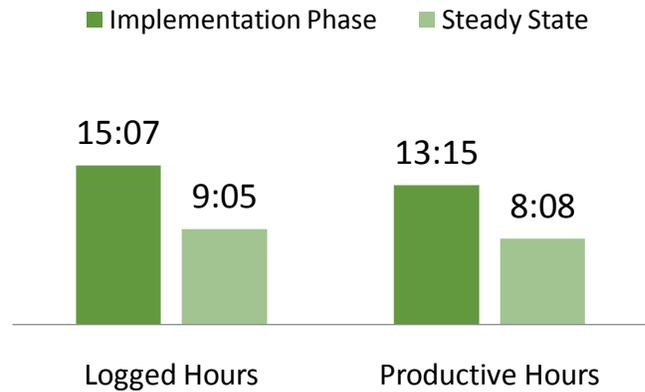
- Once ProHance was deployed, it was observed that a set of employees were regularly putting in extra work hours. Necessary steps were taken for these employees to bring about a healthier work life balance in their work style (See Exhibit below for Overtime pattern).
- ProHance captures the logged hours of an employee based on the actual login and logout times on the system and automatically tracks how well employees utilize time in office with respect to their defined work profile. ProHance intuitive dashboards and reports provide insight into compliance by employees to office norms related to work time

### Work Style Improvement



\*Time in hh:mm format

### Overtime Pattern



## Results

- › Healthier Work Life Balance for employees.
- › Increased clarity to employees on their Productive Time and hence better compliance.
- › Greater consistency by employees in complying with logged hours.
- › Improvement in Productive time.

**“Are your employees really doing productive work while at office? Are our employees overworked or underutilized? ProHance had the answers and delivered on the solutions.”**

**Ananda Sanjeev**  
**GM – Global Operations**

# PROHANCE

ProHance is a comprehensive cloud-based enterprise workforce analytics solution that optimizes workforce performance and processes. ProHance's robust, intelligent analytics engine combined with its process automation capabilities drive measurable business outcomes, improve decision making, enable continuous improvement and boost employee engagement. ProHance is used by leading Shared Services, BPO, KPO, and IT Services organizations across the globe.

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