

Increasing Productive Time in IT Services

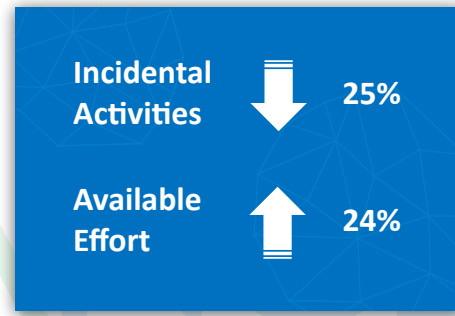
ProHance enables a leading technology services company to increase project utilization by **28%**



Executive Summary

A leading provider of digital transformation and technology services for Top Global 2000 companies faced challenges with employees spending disproportionate time on incidental activities.

Through effective tracking and smart analytics ProHance helped increase Available Effort by **24%**.



“The ProHance team has been extremely supportive and proactive in enhancing their product to automate the entire process of data collection and analysis through their Advance Analytics module for LEAN” - General Manager, Lean Coach & Head of LeanImplementation,

Challenges

The client found a number of inefficiencies in daily production tasks. It was difficult to establish baselines and track work patterns for the team. As a combination of the above productivity was at sub-optimal levels. Additionally there were internal targets to increase output and reduce cost through continuous improvement initiatives.

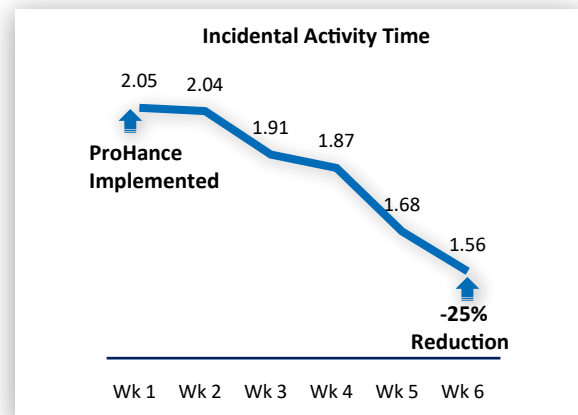
How Prohance Helped

The ProHance team worked closely with the client to collect and baseline time spent on different activities. These were classified as

- Value added
- Non-value added
- Incidental activities

Through active reporting and employee education there was a significant decrease of non-value added and incidental activities

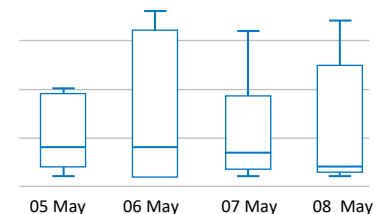
Using the ProHance “Worktime” module application usage was mapped and work allocation patterns identified. This provided critical insights on work pattern productivity. Which in turn allowed the workforce planning team to better plan for resources to meet demand and customer expectations.



Value Created

ProHance was key in creating organizational benchmarks and targets, and driving improvements in productivity. Project Utilization increased by **28%** over 6 months and ProHance lean reporting drove a **24%** increase in available effort.

Lean Report : Box Plot (Time on System)



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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