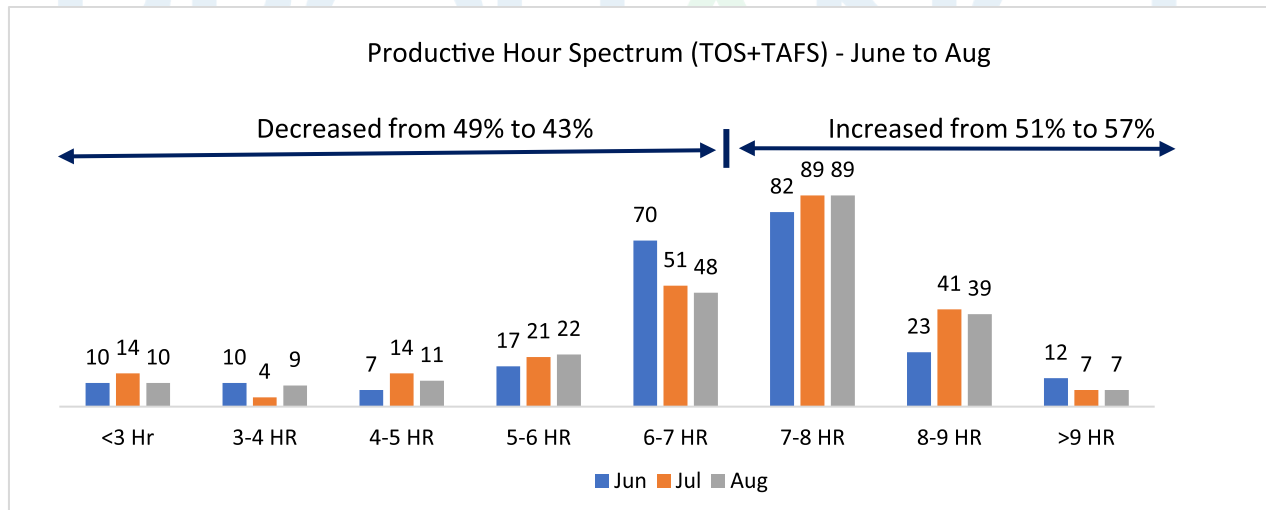# Texila American University

Executive Summary

TAU was established in Guyana in September 2010 offering courses in medicine and dentistry. It is listed in the FAIMER International Medical Education Directory (IMED) and is listed in the World Health Organization's World Directory of Medical Schools.

Productive Hour Spectrum (TOS+TAFS) - June to Aug

Decreased from 49% to 43%   Increased from 51% to 57%

	<3 Hr	3-4 HR	4-5 HR	5-6 HR	6-7 HR	7-8 HR	8-9 HR	>9 HR
Jun	10	10	7	17	70	82	23	12
Jul	14	4	14	21	51	89	41	7
Aug	10	9	11	22	48	89	39	7

■ Jun ■ Jul ■ Aug

Challenges

- Limited visibility into Work Time for employees working from home and spread across different locations, Guyana, South Africa, Nigeria, India.
- Absence of mechanism to measure time spent away from system on activities such as meeting, training and breaks.

Solutions

ProHance was first deployed for 10 employees across 10 teams with a ramp up to 200+ users across global locations. Since then ProHance has enabled the team to conduct routine, focused, data analysis & further helping teams with the following

- Work time pattern analysis provided complete transparency about their work style.
- Comparison of time spent on activities on system and away from system for better work allocation.
- Regular governance on target productive time at team and associate level.

Results

6% improvement in Total user count with >7hrs of Productive Time from June to Aug

Enhanced Connectivity and Visibility - Real time view of the users Work Time across various locations for the Managers and end users

Value Add - ProHance data being utilized to process the payments within organization

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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