PROHANCE

Increasing Productive Time in Retail
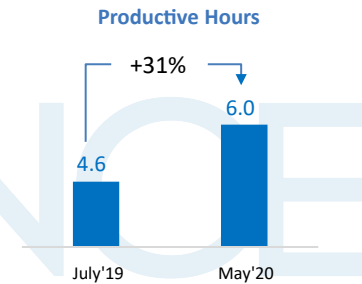
ProHance Helps Increase Productivity By **31%** At A Leading American Retail Company.

PROHANCE

2020

Executive Summary

A diversified global retailer and one of the oldest companies in North America partnered with ProHance to increase productivity in their shared service center in India. There was limited visibility to capacity utilization of their teams which impacted planning and employee well being.

ProHance was deployed across the organization and helped increase productivity by 32%. Additionally ProHance helped identify pockets were there was over and under utilization of employees.

Productive Hours

+31%

4.6 6.0

July'19   May'20

> "ProHance has helped us improve our operational acumen and decision-making process through their advanced reporting and insights capabilities. The team at ProHance is also very helpful and knowledgeable. They carry with them a wealth of industry experience and their recommendations have been very valuable in helping us through the implementation and post-implementation journey " - DVP and Site Head

Challenges

There was limited visibility on the utilization levels for the team. This created downstream constraints in (a) defining potential capacity of the team (b) sub-optimal utilization of the team and (c) challenges in planning accuracy. There were challenges in governance without a clear picture on how teams were spending their time, lack of reporting and absence of segregation between productive and non-productive activities.

How ProHance Helped

Empowered the organization
ProHance trained managers on using analytics, making them aware of reports and information available. As a result resources were moved between teams to balance the workload across the organization.
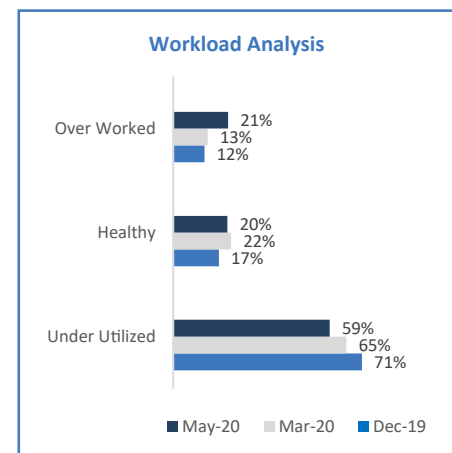
Strengthened Governance
Using the ProHance advanced analytics module management had transparency on utilization levels within their teams, with actionable insight on "Over Worked", "Under Utilized" or in "Healthy" days.

Created Operational Efficiency
Realtime reporting of key time metrics drove improvement in parameters like Time on System and Time Away from System.

Workload Analysis

Over Worked: 21%, 13%, 12%

Healthy: 20%, 22%, 17%

Under Utilized: 59%, 65%, 71%

■ May-20   ■ Mar-20   ■ Dec-19

Value Created

ProHance helped develop higher degrees of accountability and self-awareness amongst the team, by providing insights on logged vs. productive hours at an individual and team level. As mentioned by a senior leader –"The Organization is now doing more with same". Resultantly our client is now focusing on expanding this capability to other functions to leverage the full potential of ProHance, building the same rigor and transparency across the enterprise.

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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