PROHANCE

Driving Efficiency in IT Enabled Services

Top ITES Provider Used ProHance to Save
$8 MM in one year.

Executive Summary

A Fortune **500** IT Services provider was losing billable revenue due to sub-optimal employee productivity. Across clients it was difficult to measure how employees were spending their time on different activities, which reduced the total billable time they could charge their customers.

The client deployed ProHance across **15,000** users in multiple locations and used ProHance analytics to save **$8MM** in the first year of deployment.

The client had limited visibility and was trying to solve a recurring problem for multiple customers. We worked closely with the client to implement ProHance across the organization and received very positive feedback from top leadership at the client." – Ashish Syngal, Vice President Customer Engagement, ProHance.

Challenges

At their India center the client faced several challenges across customers groups. A leading restaurant chain was looking to increase servicing efficiency (catering calls and emails). Billing Utilization for a leading search engine was under reported (due to inaccurate measurement of productive agent time). And a top pharma client found it difficult to track how employees were using their time while processing adverse claims.

How Prohance Helped

ProHance is built on a light technology architecture and is compliant with regulations across industries and geographies. As a result it was easy to integrate ProHance with customer systems, allowing the platform to be deployed seamlessly and quickly across several customer groups.
ProHance accurately captured productive hours, login times and provided a detailed activity drill down on howemployees were spending their time. Billability increased and individual project ID level targets allowed capacity optimization.

Customer	Challenge	Impact
• Leading Restaurant Chain • Internet Search Engine • Pharma Company	· Increase Efficiency · Low Billing Utilization · Tracking Productivity	· Occupancy ↑ 51% · Billing ↑ 5% · Idle time ↓ 27%

Value Created

ProHance is now deployed across **15,000** users in multiple geographies. The client has experienced several tangible benefits from the tool. These include
- Work time pattern analysis identification
- Lower variance in performance between teams & individuals.
- Comparison of time spent on activities for better work allocation.
- Allowing leadership to keep a pulse on employee well being.