

# Transforming Operations Efficiency In A Revenue Cycle Management Company

**500 FTE** Productivity gain within a year of deploying  
ProHance!

## Executive Summary

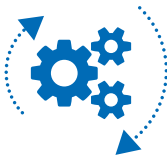
A leading provider of technology-enabled revenue cycle management services for the US healthcare market was challenged with lower operations efficiency and productivity. Business leadership also faced difficulties in accessing real time insights on operations effectiveness and business performance.

ProHance was deployed initially across **5000 +** operations users pan India providing real time reporting and **yielding 500 FTE of productivity gains in less than a year**. In this period the usage expanded to **9000** users covering all functions in India.

## Challenges

The client wanted to optimise employee productivity, capacity and drive efficiency in managing IT assets. There was manual aggregation of work data and lack of clarity of process improvement opportunities. Additional challenges in managing a remote workforce and payroll processing emerged during sudden pandemic WFH situation.

## How Prohance Helped



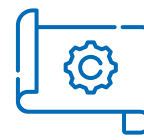
### Change Management

ProHance executed a robust change management program that drove early adoption of the platform across a diverse user base.



### Governance

Strong governance with actionable insights allowed managers to identify and action quick win opportunities to improve efficiency.



### Planning and Management

Cross functional partners in IT & HR were able to access function specific insights like asset count and attendance for better planning and management.

## Value Created

The deployment of ProHance **created immediate visibility to a 24% efficiency** opportunity. Business leaders got access to real time insights to take smarter decisions. ProHance Advanced analytics helped identify top performers in teams, enabling the organization to replicate their best practices and managing the sudden WFH crisis.

## 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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