PROHANCE

ProHance Enables a Leading Retail Company to Distribute Workload Effectively, Improving Utilization by 32%

CLIENT OVERVIEW

The client is a diversified global retailer focused on driving the performance of high quality stores; with all-channel offerings, growth through through acquisitions, and unlocking the value of real estate holdings. One of the oldest retail companies in North America, the client offers different formats ranging from luxury to premium department stores to off-price fashion shopping destinations.

27%
Incidental Activities

The organization leveraged ProHance's effective time tracking and smart analytics to improve Productivity by 32%

> *"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, Merchant Operations**

CHALLENGES

The company operates in highly attractive markets and it was essential for their top management to plan the human capital resources judicially to deliver the projects on time to their clients. One of the key challenges was that there was limited visibility on the utilization levels for the teams. The potential capacity of the team was not available and that led to sub-optimal utilization of the teams.
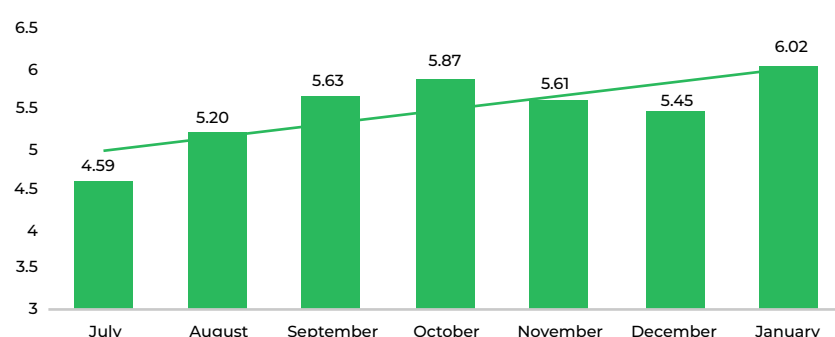
HOW PROHANCE HELPED

Operational Efficiency

ProHance provided analytics on utilization levels of the human capital across teams. Real-time reporting of Time Metrics allowed improvement in key time parameters. This in turn ensured increase in output metrics.

- In July 2019 when ProHance was first deployed, the average time the teams spent on productive activities was 4.5 hours. Within 6 months of deployment, the average productive hours continue to be 6+, translating to a 32% increase.
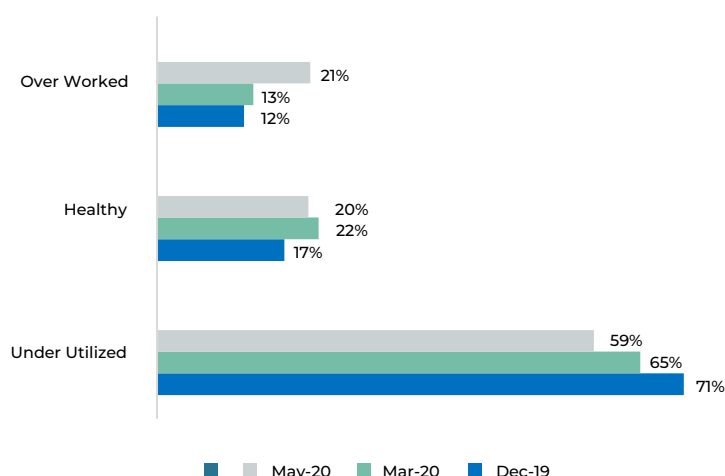
Resource Utilization

The Management was able to analyse workload data with ProHance, and got the visibility on Overworked, Underutilized, and Healthy Employees.

- In Dec 2019, 71% of the man-days were underutilized. By May 2020, the underutilized man days % reduced to 59%.
- The % of overworked employees increased during the transition to remote work between Mar-May 2020.

Productive Hours (July'19-Jan'2020)

Month	Productive Hours
July	4.59
August	5.20
September	5.63
October	5.87
November	5.61
December	5.45
January	6.02

Workload Analysis

Category	May-20	Mar-20	Dec-19
Over Worked	21%	13%	12%
Healthy	20%	22%	17%
Under Utilized	59%	65%	71%

VALUE CREATED

- **Accountability & self-awareness amongst the teams with individual dashboards.**
- **Ability to do more with the same resources with ProHance's smart reports.**
- **Driving effective Time management and discipline across teams.**
- **Enabling the Top Leadership with analytics for data-driven decision making.**

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 drives measurable business outcomes, improves decision-making, enables 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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