

Driving more Output with Existing Resources

How ProHance helped a Clinical Process
Outsourcing Leader deliver **33%** more cases



The Customer

A global leader in Clinical Process Outsourcing (CPO®) with trained and augmented care teams of remote and onsite clinicians since 1973, reducing the strain on the healthcare system.



Industry: **Healthcare**



Revenue: **\$551M**



Employees: **5000**



Deployment Geography: **Philippines**

The Challenges



Limited visibility into hybrid workforce's time efficiency and utilization



Manual assignment of tasks with significant time spent on allocation and reporting



No measurement system for overall output, a critical factor in organization's productivity

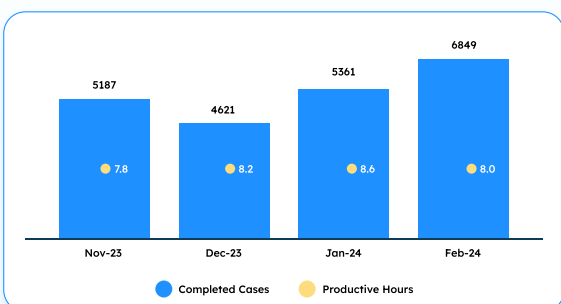
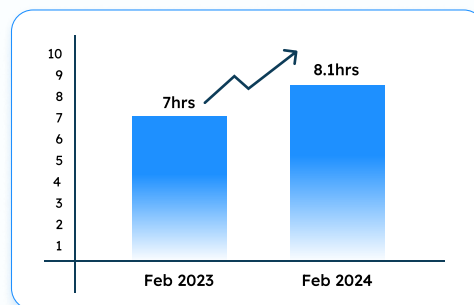


ProHance Deployment

ProHance displaced an incumbent tool to address the specific challenges the organization was facing. The deployment of ProHance Work Time, Work Output, and Workflow modules ensured seamless visibility into time and output while also automating task allocation and reporting, significantly reducing the manual effort.

Worktime

- ✓ **50%** reduction in time spent on non-value add activities
- ✓ **17%** increase in productive time
- ✓ **25-33%** higher number of cases processed with the same number of resources

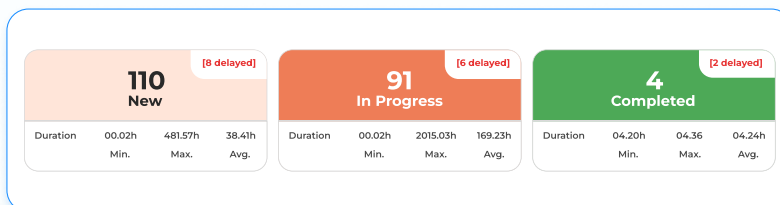


Work Output

- ✓ Enhanced resource allocation
- ✓ Achievable objectives based on historical data
- ✓ Learning and Development Intervention for users in Quadrant 2

Workflow

- ✓ Efficient reporting system with visibility into transaction lifecycle
- ✓ Insights into AHT vs EHT by agent
- ✓ Robust Capacity Planning through month-on-month volume analysis



Explore the profound impact of ProHance on your Healthcare and RCM Operations.

Cloud-based analytics solution refining workforce performance and streamlining operations.

BOOK A DEMO →

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