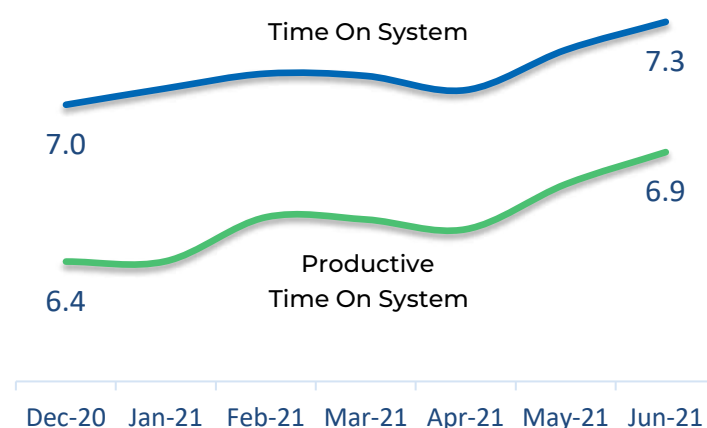


# ProHance Enables a Leading Technology Services Company to Achieve Productive Hour Benchmark of 8 Hours for Population of 25k Users

## CLIENT OVERVIEW

A leading provider of digital transformation and technology services for more than 400 clients across 30 countries was facing challenges with employees spending less time on productive activities.

Through effective tracking and smart analytics ProHance helped increase Productive time spent by employees by 27%.



## CHALLENGES

Productive time was below the organization target. Few projects had concerns regarding low employee engagement.

Productivity was at sub-optimal levels and additionally there were internal targets to increase productivity and reduce cost through continuous improvement initiatives.



## HOW PROHANCE HELPED

ProHance team worked closely with the client on weekly review and analysis as a part of the **iMPROVE** initiative wherein];

- **53 Projects** with low productive hours were identified.
- **Driven change** by increasing awareness through **Data analytics and weekly governance**.
- **Regular connects** with Business leaders and Key Delivery managers.
- **Redeployment of resources** from underutilized projects identified basis of critical analysis.

Proactive reporting and employee counselling have considerably improved employee engagement.

## VALUE CREATED

### ProHance played key role in driving organizational benchmarks



**27% (1h 32m)** increase in **Productive hours** across 25k users



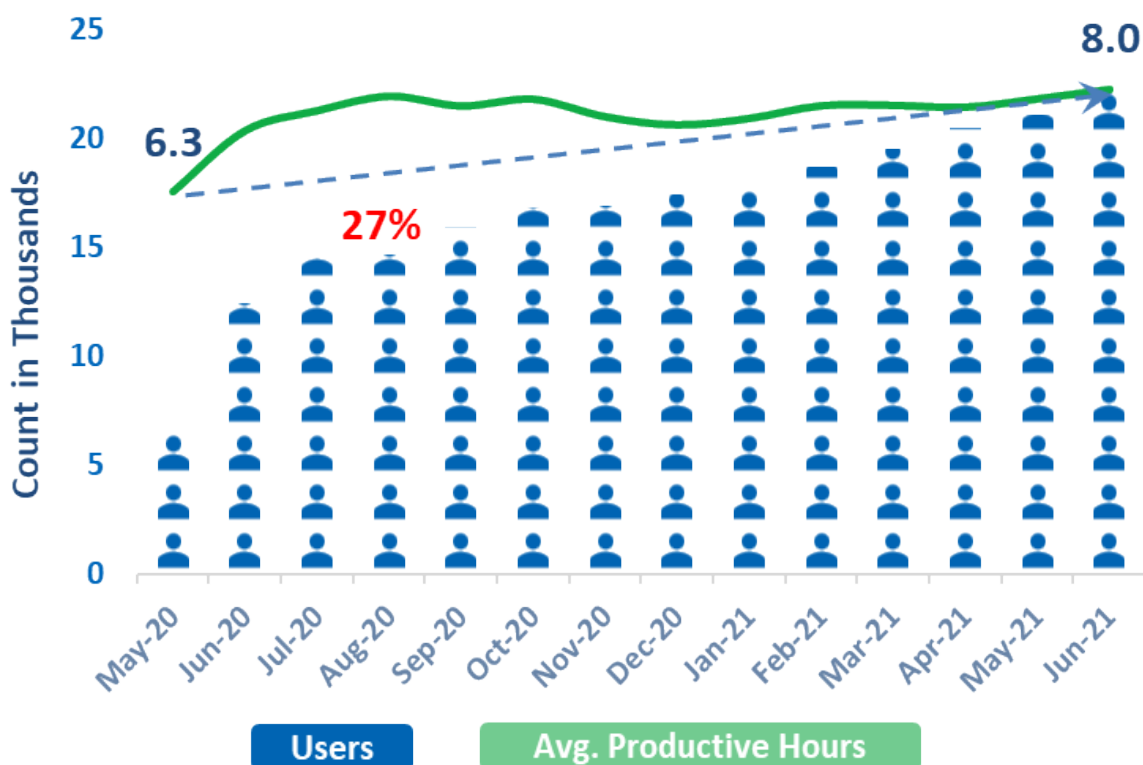
**9%** increase in **Time on system** during 2020-2021



**11%** improvement in **Productive time on system** by use of ProHance reporting



**46%** increase in use of **Learning sites**



## 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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