PROHANCE

How ProHance Delivered **$151K Savings While Improving Overall Team Productivity by 18%** for a Large BPM Client

ABOUT THE CUSTOMER

A renowned BPM company providing customized services in banking, financial services, customer services, telecom, media, & healthcare. They handle back-office operations, ensuring regulatory compliance & operational excellence. They manage essential administrative functions like finalizing trades, processing transactions, & maintaining accurate records, catering to businesses, government agencies, & financial institutions. Their robust operational measures ensure margin optimization & high customer satisfaction.

Industry

Banking and Financial Services (BFS)

Line of Business

Backoffice operations in the banking sector

Deployment Scope

Deployed across 315 FTEs. Functioned as an Automated WFM solution for real-time data visibility across processes for managers and **80+ customized views** for time utilization and productivity monitoring.

- **FTE Cost Rate/Year**
  Each FTE costs **$8.4K per year.**
- **Target PPH (Productivity Per Hour)**
  The target is for each employee to achieve a **productivity rate of 2.00 PPH.**

CHALLENGES

Increased Processing Time

Lengthy and complex claim review and form processing contributed to variations in processing time, which impacted overall productivity and led to higher overtime costs.

Fluctuating Demand

Inconsistent transaction volumes made it difficult to accurately predict staffing needs, resulting in inefficiencies in workforce management.

Process Fragmentation

Disjointed processes and inconsistent data hindered the generation of consolidated reports, making it hard to identify key trends and issues across the enterprise.

Manual Data Collection

The reliance on manual MIS processes delayed decision-making, as there were insufficient real-time insights into staff availability and utilization.

Skill Diversity Requirement

The need to balance specialized skills with flexible staffing posed challenges in optimizing workforce deployment across varied service lines.

Cost Inefficiencies

Workforce bottlenecks and inefficiencies reduced productivity and led to excess headcount, increasing operational costs.

HOW PROHANCE HELPED?

ProHance enables three main modules: **Work Time, Work Output, and Advanced Analytics**

Automated Workforce Management

Realtime visibility allowed managers to monitor and make strategic decisions on workforce output.

Custom Dashboards

80+ customized views daily/weekly/monthly reports for supervisors tracked key performance indicators like time utilization, daily trends, and productivity metrics.

Core Vs Non-Core Analysis

ProHance identified inefficiencies by comparing time spent on core vs noncore tasks for targeted improvements.

Root Cause Analysis

Regular governance meetings addressed performance gaps, skill shortages, and process inefficiencies with tailored training and best practices.

Quadrant Analysis

Focused on improving bottom performers' productivity and balancing workloads across the team.

VALUE CREATED

18%

improvement in team productivity over **5 months (Jan'23 to May'23).**

8%

reduction in buffer headcount, leading to cost savings.

$151k

in annualized savings with an estimated FTE cost of $8.4K/year.

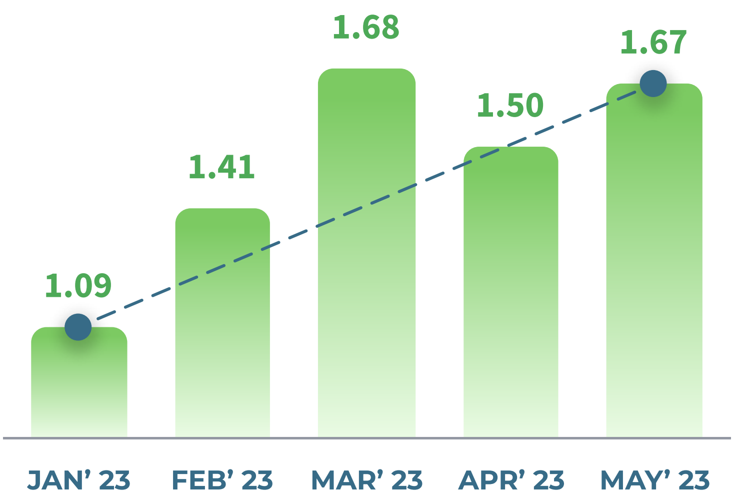
40%

reduction in standard deviation of productive hours resulting in improved workload balancing across employees.

53%

improvement in bottom performers' productivity, reducing their count to 9% by May'23.

Bottom performer Productivity Per Hour (PPH Trend)



Productivity Per Hour (PPH)

SECTOR	BFS
Base Headcount	315 FTEs
Per FTE Cost rate / year	$8.4k
Target PPH	2.00

PPH (Productivity Per Hour) refers to the number of tasks or transactions completed by a BFS employee within one hour.

Monthly Percentage distribution of users' performance (PPH)

Reduction in bottom performers count in May'23 to ~9%

Month/ Productivity Per Hour	Less than 2	2-3	3-4	4-5	Greater than 5
JAN' 23	45.95%	28.38%	25.68%	-	-
FEB' 23	32.88%	52.05%	15.07%	-	-
MAR' 23	25.00%	57.81%	17.19%	-	-
APR' 23	22.22%	46.03%	25.40%	4.76%	1.59%
MAY' 23	8.93%	41.07%	30.36%	8.93%	10.71%

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marketing@prohance.net | www.prohance.net

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