

ProHance Gave Us Real Time Analytics and Visibility Into the Workforce. It Helped The Employees to Focus On Increasing Their Productive Hours and Reduce The Idle Time Wasted On Unproductive Jobs.

EXECUTIVE SUMMARY

For Catapult the challenge at hand was to get visibility, to make data driven decisions that control costs, maximize efficiency & boost service quality for more profitable operations. ProHance has helped Catapult International LLC to enhance employee productivity and efficiency. Catapult leveraged Prohance in improving the work life balance of employees and realized significant increase in profitability with less TAT within 3 months of engagement.

"ProHance gave us real time analytics and visibility in the workforce. It helped the employees to focus on increasing their productive hours and reduce the idle time wasted in unproductive jobs. Resultant work life balance got much better and projects turnaround time reduced. We were able to focus and train underperformers, make better utilization of their time spend in office. ProHance is pretty capable to set up the operational process efficiently and help organizations optimize workforce and drive performance."

Gopipati DK
Country Manager, Philippines &
Director Strategic Initiatives

BACKGROUND

Catapult provides technology enabled solutions for freight forwarders, shippers and carriers worldwide. Catapult Solutions help more than 25,000 users at freight forwarders, NVOCCs, carriers and shippers around the globe, representing the largest share of NVOCCs contracts worldwide.

CHALLENGES

Catapult has a large workforce with multiple functions to support their clients across the globe. Knowing the complexity and scale of business, it became pertinent for them to

- ◆ Measure the current operational metrics like utilization, time efficiency, occupancy, available effort, and work productivity.
- ◆ Reduce Idle Time for better Turnaround time.



- ◆ To encourage better work life balance.
- ◆ ProHance data helps in establishing KPI.
- ◆ Reduce inter operator and inter team variance.

SOLUTION

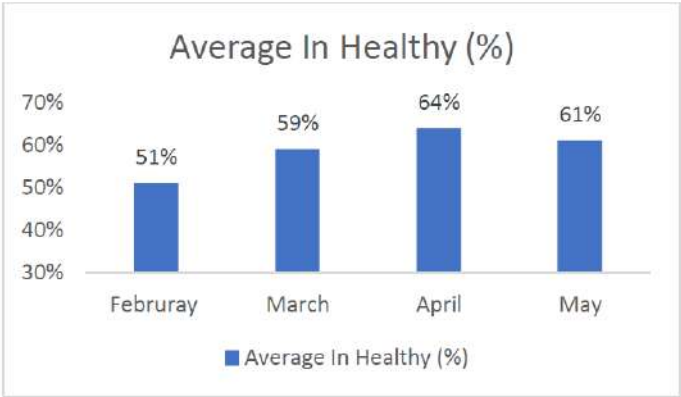
Catapult deployed ProHance in Cebu (Philippines) and Mumbai (India). This provided complete workplace transparency with analytics to Team Manager as well as individual employees on their work styles.

IMPACT PROHANCE DELIVERED

- ◆ Once ProHance was deployed, it was observed that a set of employees were regularly falling short on spending time on activities. Necessary steps were taken in training these underutilized employees so that work could be distributed more equitably across teams.
- ◆ ProHance also captures the idle time of an employee based on the inactivity on the system and automatically provides consolidated data with respect to their defined work profile.



RESULTS



Month	Avg. Idle Time [Hrs]
March '18	0.65
April '18	0.65
May '18	0.41

- ◆ ProHance was implemented across 100+ users.
- ◆ In Work life balance, we have helped them encourage healthy utilization (i.e., a workday with minimum 5 hrs. on productive activities) by 10% within 3 months of engagement.
- ◆ Reduction in idle time from 39 mins to 24.6 mins with 37% scope of improvement, which ensured better customer experience & turnaround time.

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.

INDIA OFFICE
#731, 2nd Floor, 7th Cross
Road, 3 Block Koramangala
Bengaluru, Karnataka 560034