PROHANCE

ProHance Delivers

$18M Annualized Savings for a Leading BPM with 25% Increase in Productive Time

About the Customer

The customer, a leader in business process management, helps clients transform their operating models by assessing existing processes and recommending automation solutions. This transformation allows their clients to achieve greater efficiency while realizing significant cost savings. Seeking to further enhance their own operations, the customer needed a workforce management solution that would provide clear visibility into work patterns and productivity across their back-office teams. They required minimal user intervention and a consolidated view of metrics from multiple accounts, all while maintaining stringent privacy and security standards. Leadership aimed to use these insights to drive strategic decision-making across the enterprise.

Challenges

Visibility and Productivity Tracking Issues

The customer faced limited visibility into back-office operations, making it difficult to track productivity and optimize workforce efficiency.

Dependence on Manual Intervention

Manual intervention was often required to gather and analyse data, leading to inefficiencies and delays in decision-making.

Consolidating Metrics and Ensuring Security

They struggled with consolidating disparate metrics from multiple accounts, while adhering to strict privacy and security protocols, which slowed down strategic insights.

Inconsistent Work Patterns and Forecasting Challenges

Inconsistent work patterns across teams made it challenging to accurately forecast staffing needs and balance workloads, resulting in operational inefficiencies.

How ProHance Helped

ProHance was configured with a multiorganization setup, ensuring compliance with privacy and security standards while providing comprehensive visibility across different accounts.

Work Time

Real-Time Insights for Leadership

Leadership gained real-time insights into back-office operations, enabling quicker, more effective strategic discussions and decisions.

Optimized System Usage and Load Balancing

ProHance improved time spent on core applications and system usage efficiency, facilitating better load balancing across teams, which in turn drove operational efficiency.

Data-Driven Staffing and Forecasting

Long-term trend analysis of time metrics allowed the organization to proactively manage staffing and address forecasting needs, optimizing resource allocation.

Driving Work Output

Correlation Between Productive Time and Output

A 2x2 matrix correlated productive time on the system with production output, enabling performance evaluation, improving coaching effectiveness, and identifying areas for automation and training to enhance productivity.

Reduction of Waste and Overtime

By identifying bottlenecks, ProHance helped to reduce waste, minimize overtime, and improve average handle times, further driving operational productivity.

Change Management

Continuous Workforce Empowerment

Workforce management was empowered through regular supervisor and administrator training, along with ongoing support and communication to share best practices and case studies.

Agile Product Development and Adaptation

ProHance's Product Development team delivered rapid feature enhancements based on customer feedback, ensuring the tool remained aligned with the evolving needs of the organization.

Value Created

$18M
annualized savings over
four years of deployment.

25%
(2 hours) increase in productive time
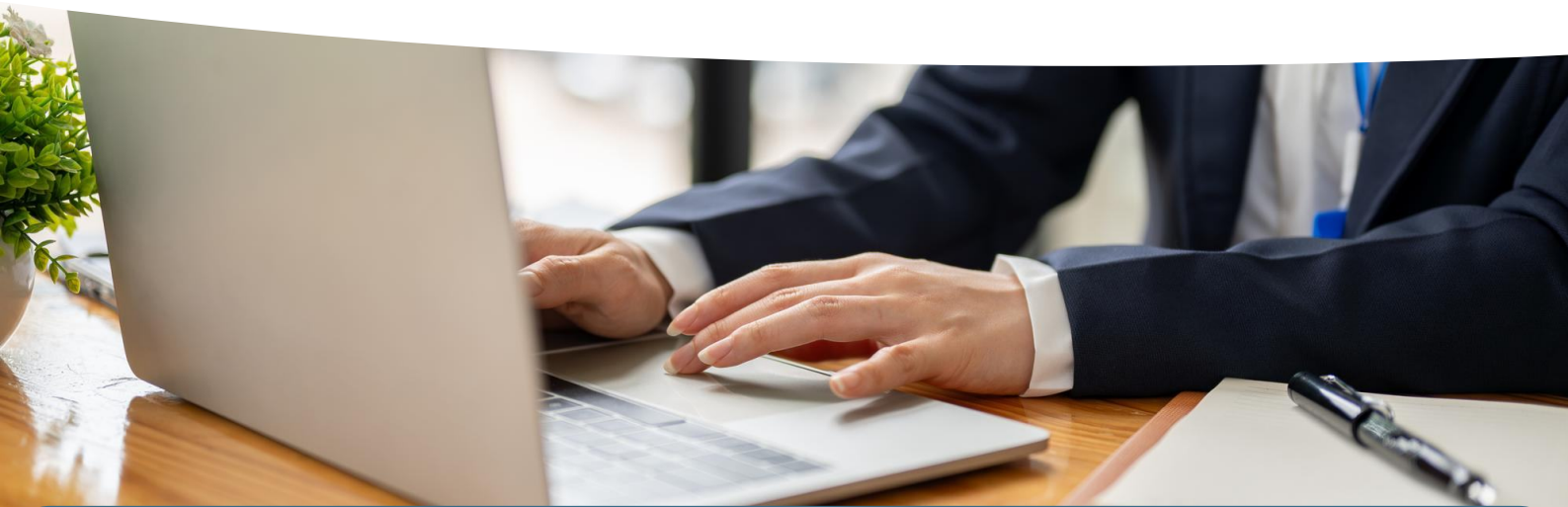across **22,000+ users from 2018 to 2022.**

15-30%
improvement in Average Handle
Time and Transactions per day.

18+
Green Belt projects completed
to enhance work output.

Reduced overtime and **improved training
times**, from onboarding to go live.

Book a Demo:

marketing@prohance.net | www.prohance.net

India | United States | Philippines | Australia | United Kingdom