PROHANCE

Leading Healthcare Provider Saves $60k with 6% Increase in Productivity Over 4 Months

About the Customer

The customer is a leading healthcare provider offering diverse services with operations spanning Account Receivables (AR) and Payment Posting processes. These workflows include managing independent claim types, invoice processing, and communication with patients or insurers to collect outstanding payments. Their offshore setup operates in a controlled office environment to ensure high-quality service delivery.

Sector	Healthcare Provider
Base Headcount	150 FTEs
Per FTE Cost rate / year	$ 12K
Expected Productive Hours	7.5
Comprehensive Expected PPH	11

Challenges

The customer faced challenges across all organizational levels:

Leadership

▸ Persistent backlogs impacted SLAs and CSAT, forcing decisions on overstaffing and extra hours, including weekends.

▸ Margins suffered due to overtime costs, lower revenue from fewer transactions, and penalty risks.

Managers/ Supervisors

▸ Struggled to balance leadership goals with staff satisfaction and client delivery.

▸ Limited ability to keep track of individual utilization, with outcomes below expectations despite active desktop time.

▸ Extended and unscheduled breaks.

Associates

▸ Long work hours, extended shifts, and weekend assignments reduced motivation.

▸ IT disruptions and frequent huddles hampered productivity

How ProHance Helped

ProHance provided an automated workforce management (WFM) solution by deploying its **Work Time, Work Output,** and **Advanced Analytics Modules.**

Multi-Dimensional Data Visibility

▸ Analytical dashboards offered multi-dimensional insights across all sub-processes and applications.

▸ Uncovered time utilization and employee total productive time.

Improved Employee Time Utilization And Efficiency

▸ Identified usage patterns of top productive applications that came out to be Business apps, Excel, Communication tools for their team.

▸ Conducted aberrant activity analysis to uncover manipulative behaviour.

Boosted Productivity Per Hour

▸ Leveraged Quadrant Analysis to improve Productivity Per Hour (PPH) and address process/technical inefficiencies.

▸ Used ProHance activity and instance level data for process mining to uncover performance and output variability among agents.

Actionable Insights

▸ Identified skill gaps requiring training interventions.

▸ Analyzed break patterns (frequency, duration, and impact) to enhance productivity.

Governance And Motivation

▸ Regular reviews supported by data-driven insights helped align KPIs with SLAs, reducing penalties and fostering higher employee motivation.

Analysis Approach

Data captured at the application and instance level through ProHance provided insights into the team's working patterns over several months.

Data Architecture	Data Modelling
• Identified business challenges and explored ProHance data at the instance level. • Classified applications as Core and Non-core with business input. • Addressed anomalies and exceptions for reliable insights.	• Identified process inefficiencies and prioritized actions. • Highlighted time leakages and assigned ownership (Ops vs IT).

Value Created

Quantitative Impact

Annualized Savings, of approximately **$60K** (based on an assumed FTE cost rate of $12K per year).

6% Improvement in Productive Time from January 2024 to April 2024.

~20% Increase in Productivity Per Hour (PPH) for the overall team.

43% Reduction in the number of users not meeting targets over a 4-month period.

38% Reduction in unutilized capacity from January 2024 to April 2024, leading to lower delivery costs.

30% Improvement in efficiency with MS Excel due to automation interventions.
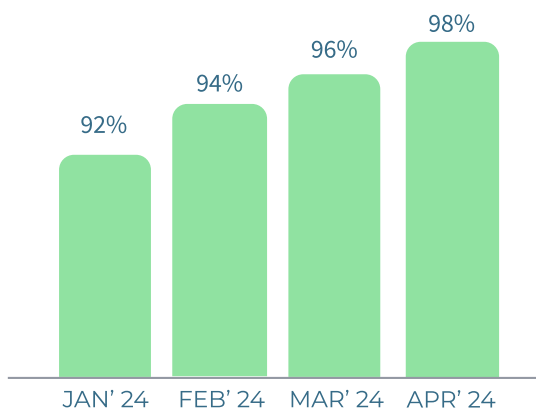
Qualitative Impact

Identification and reduction of system lags with the assistance of the IT team (noted as "Not Responding/blank" in ProHance Activity text).
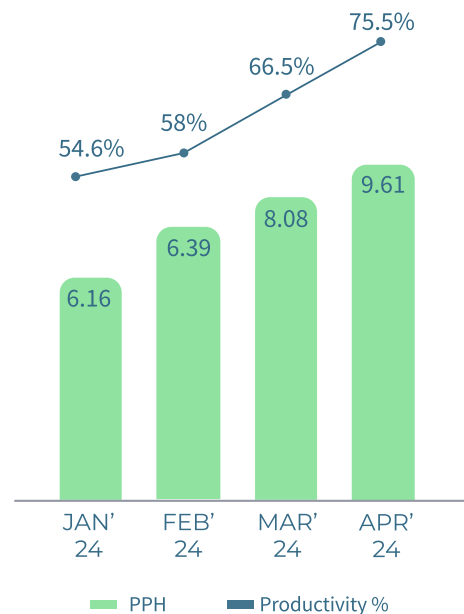
Enhanced employee morale.

Monthly Time Utilization Trends For The Overall Team

JAN' 24	FEB' 24	MAR' 24	APR' 24
92%	94%	96%	98%

Overall Monthly Productivity Trend

	JAN' 24	FEB' 24	MAR' 24	APR' 24
PPH	6.16	6.39	8.08	9.61
Productivity %	54.6%	58%	66.5%	75.5%

Legend: ■ PPH ▬ Productivity %