

# ProHance Enables a Fortune 500 Company Improve Operational Efficiency Significantly

## ABOUT JLL

Jones Lang LaSalle Incorporated (JLL) is a global real estate services company, founded in the United Kingdom with offices in 80 countries. The company also provides investment management services worldwide, including services to institutional and retail investors, and to high-net-worth individuals. The company is ranked 190 on the Fortune 500.

## CHALLENGES

JLL JBS was facing challenges with **inconsistent measurement and reporting of operational metrics** across their multiple geographic locations and business units.



**Lack of visibility** and insights into the granular, task-level details of operations



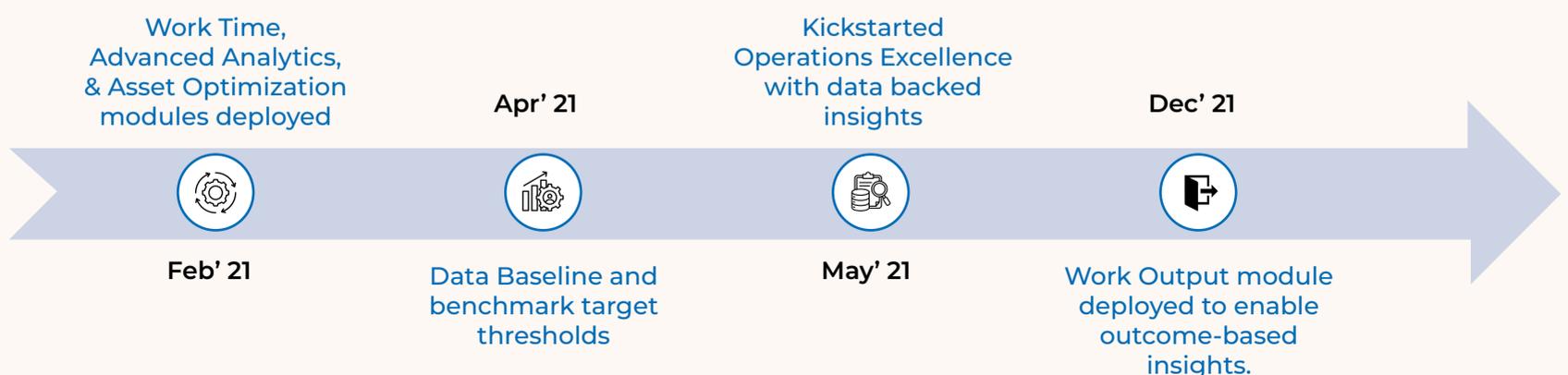
Overly complex, cumbersome and resource-intensive process flows **hindered productivity**



Lack of unified, enterprise-wide perspective on the operational performance with **fragmented, inconsistent data** which made reporting challenging to identify overarching trends

## HOW PROHANCE HELPED

JLL followed a phased approach to deploy ProHance.



- Technology platform that enabled functions to gain much deeper insights into the **task-level details** of their operational processes.
- Data from the Work Time module gave insights into employees' **core and non-core time**.
- Closely monitored and **analyzed the individual steps, resource utilization, cycle times**, and other granular metrics within their process flows.
- **Identification of the root causes** of the bloated, inefficient processes and pinpoint specific areas and steps that needed to be optimized.

## OUTCOME

### Qualitative Impact



**Process efficiency**  
improvement

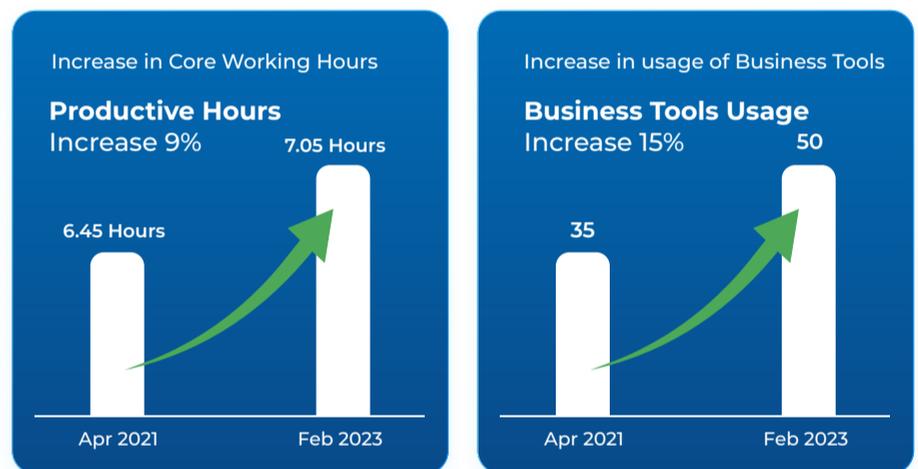


Reduction in  
**operational expenses**



**Increased client satisfaction**  
due to process improvements  
leading to better outcomes

### Quantitative Impact



*“JLL Business Services is committed to a culture of operational excellence, continuous staff development and innovation in service delivery. As a part of this, we deployed the ProHance Operations Management software. Now ProHance is one of the key tools for JLL’s Business Services teams.”-*

**- Martin Edgerton**  
**Head of Global Service Delivery, JLL**

## 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 organizations to manage their contingent workforce across the globe.

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