

USE CASE

One Source of Truth for Attendance Across ~30,000 Employees



~30,000

employees on a
single attendance
source (100% by
June)

10%

improvement in
productive hours

100+

Labor-compliance
rules enforced

2,500+

licenses added to
scale adoption

**5 Geos
covered**

India, Philippines,
US, Jamaica, &
Colombia

About the Customer

Sagility is a US-based healthcare BPM company with over two decades of expertise serving payers and providers. Its services cover clinical operations, case management, member engagement, payment integrity, and analytics - delivered by a global workforce across five countries.



Challenges

With a 38,000+ workforce spanning five geographies and three work models, Sagility had no unified system to track attendance, productivity, or compliance - creating audit risk, payroll inaccuracies, and no visibility into productive hours.

01

WFH/Hybrid: Manual leave updates, weekly manager approvals, and no comp-time validation

02

WFO: Biometric punch in/out only - no insight into productive hours, prolonged breaks, or tailgating risk



How ProHance Helped

ProHance replaced a fragmented, manual attendance process with a single automated system, purpose-built for Sagility's hybrid, multi-geo workforce.

Centralized two disconnected attendance methods into one unified platform

Defined workday parameters by geography: Workday, Short Day, Leave, OT

Automated time-stamped records, eliminating manual approvals entirely



Surfaced productive hours and idle time, giving managers actionable visibility

Integrated end-to-end with HRMS and Payroll via API

Scaled deployment from 15,000 to 38,000 employees across five geographies

ProHance



API Call



Sagility Data base



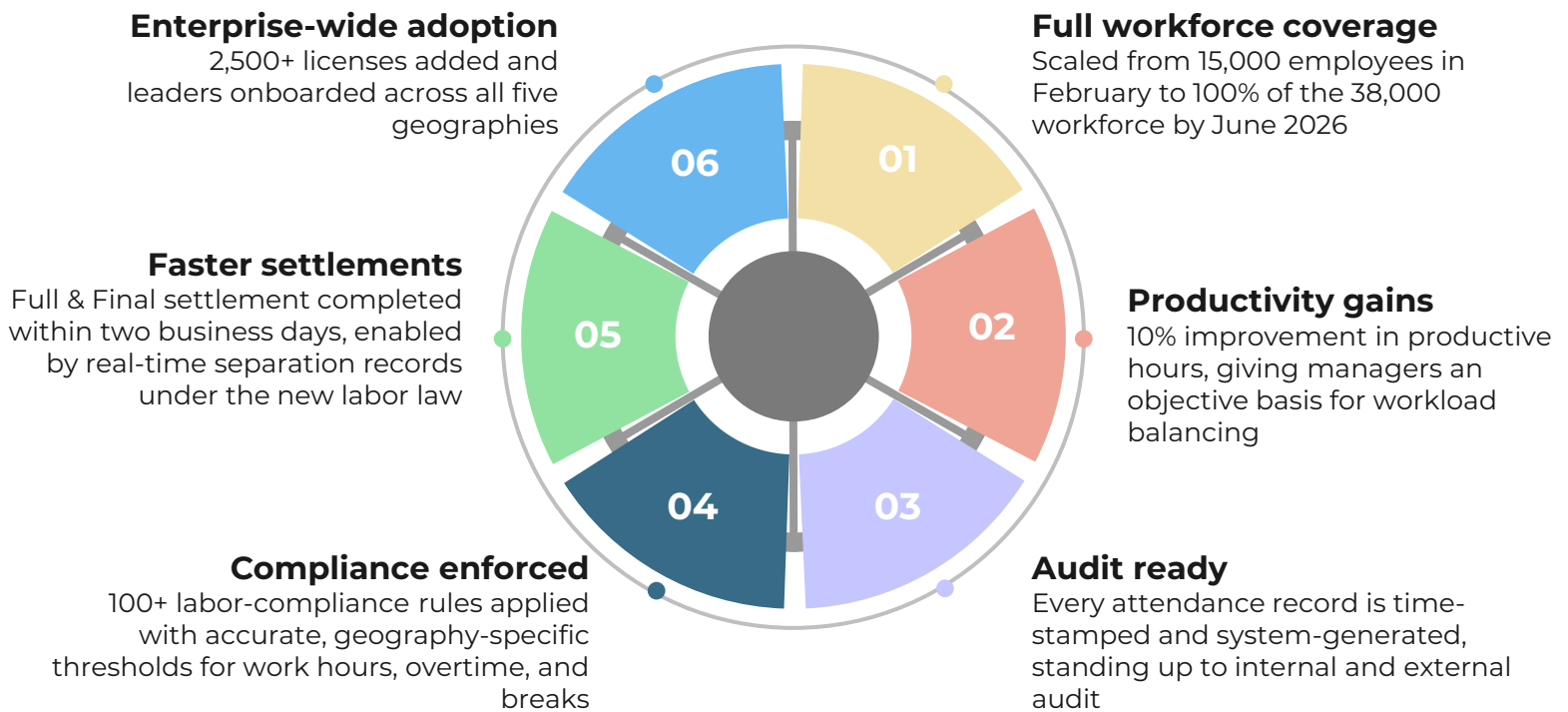
HRMS



Payroll

Value Created

ProHance gave Sagility's leadership real-time visibility into attendance, compliance, and productivity - at enterprise scale.



Before



Two disconnected attendance methods across WFH and WFO



Manual leave updates and weekly manager approvals



No visibility into productive hours, breaks, or compliance



Attendance data siloed - no integration with HRMS or Payroll

After



Single automated attendance system across ~30,000 employees



Time-stamped, system-generated records with zero manual intervention



10% productivity gain, 100+ compliance rules enforced, full audit trail



End-to-end automated reporting via API integration with HRMS and Payroll

Client Testimonial

“

“ProHance became the source for attendance across ~30,000+ employees in India and the Philippines.

At Sagility Ltd., driving workforce productivity, operational efficiency, and data-driven decision-making is a key business priority. ProHance has enabled us to gain comprehensive visibility into employee work patterns, attendance behaviour, and productivity trends across our operations. The platform provides actionable insights into logged hours, active work time, schedule adherence, and workforce utilisation, helping us to improve operational effectiveness.”

CHALLENGES SOLVED

- ✓ Two disconnected attendance methods unified into one system
- ✓ Manual approvals replaced with automated, time-stamped records
- ✓ Productive hours and break/compliance gaps are now fully visible

Ajay Sharma
EAM, Sagility

”

PROHANCE —

✉ marketing@prohance.ai

🌐 www.prohance.ai

INDIA | UNITED STATES | PHILIPPINES | AUSTRALIA | UK

