PROHANCE

ProHance Delivers
~$18K Annual Savings and ~6% Productivity Boost for Support Team

About the Customer

ProHance was implemented for the Operations Training Team within a major global organization responsible for enhancing workforce capability. The team focuses on new hire onboarding, process and system training, and continuous skill development, while ensuring quality standards. They act as a bridge between process and operations teams, measuring success through metrics like training completion rates, competency scores, and time-to-proficiency.

Challenges

Utilization & Workload Management

- Limited visibility into real-time trainer utilization patterns
- Inconsistent workload distribution affecting employee morale
- High idle time across teams

Reporting & Performance Measurement

- Manual reporting processes leading to significant MIS efforts
- Lack of standardized metrics and reporting mechanisms
- Absence of data-driven performance evaluation

Resource Allocation & Justification

- Inconsistent resource allocation across various training programs
- Insufficient data-backed insights to justify headcount requirements
- Need for standardized productivity metrics and objective performance evaluation

Quality & Efficiency

- Difficulty in maintaining consistent quality across training programs
- Lack of analytics for trainer efficiency and objective assessment

How ProHance Helped

ProHance was used to optimize the utilization of the existing workforce by driving margin optimization through cross-utilization and cost avoidance, while improving performance among underperforming users and reducing inter-agent variation. The **Work Time, Work Output, and Advanced Analytics** modules were deployed to provide real-time insights, track productivity, and identify performance gaps, enabling targeted interventions and data-driven decision-making.

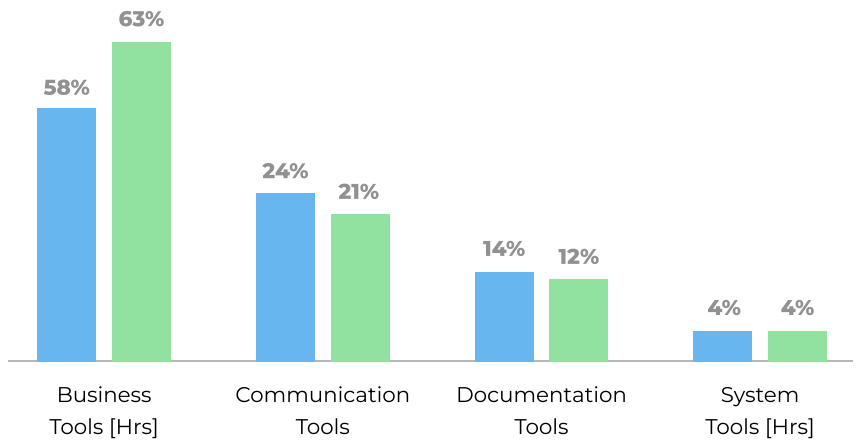| ProHance Solution	Outcome
Current Activity Dashboards	• Ensuring agent availability and optimizing wait times across channels. • Analyzing current utilization patterns
Time Away from System	• Analyzing time spent on breaks, floor support activities, offline meetings, training, etc.
Productive vs Non-Productive	• Reducing time on non-productive activities like meetings and training. • Identifying automation opportunities in Excel reporting.
ProHance Workload Dashboards	• Adjusting staffing for volume changes. • Distributing queries evenly. • Maintaining employee satisfaction and reducing turnover in a complex, multi-channel environment. • Reducing variation in productive hours.
HRMS tools integration for attendance & Reporting Platforms	• 80+ dashboards for team utilization and productivity insights. • Maintaining a current, accessible knowledge base. • Building cross-channel reporting capabilities.
ProHance Data Insights	• Identifying cross-training opportunities from workload patterns. • Ensuring consistent service across all channels. • Training agents on efficiency based on skill gaps.
Attendance modules	• Load shift rosters to track daily adherence and identify shrinkage from unplanned leaves or short days.

Time on System Utilization

■ April 2023
■ December 2023

Business Tools [Hrs]: 58% (April), 63% (December)
Communication Tools: 24% (April), 21% (December)
Documentation Tools: 14% (April), 12% (December)
System Tools [Hrs]: 4% (April), 4% (December)

Value Created

~1%
headcount reduction through better time and skill utilization.

~6%
overall productivity improvement (8% for underperformers) from Apr-Dec 2023.

~15%
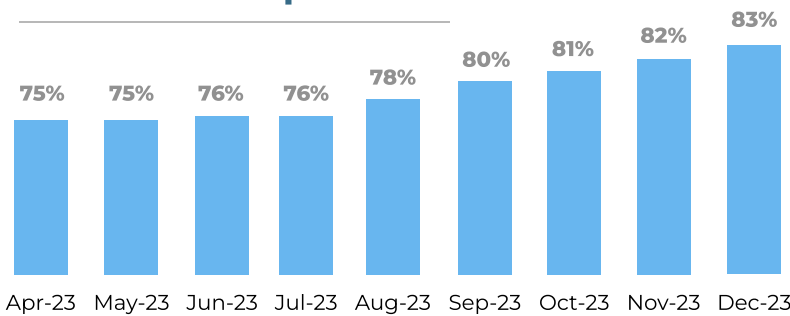increase in time spent on core productive applications.

~11%
decrease in time spent away from the system.

~$18K
of annualized savings.

User Trends Not Meeting Utilization % Expectation

Apr-23: 75%
May-23: 75%
Jun-23: 76%
Jul-23: 76%
Aug-23: 78%
Sep-23: 80%
Oct-23: 81%
Nov-23: 82%
Dec-23: 83%

Sector	Support teams
Base Headcount	1000FTEs
Target Productive Hours	7.50Hrs
Assumed FTE rate/month	$250

Optimization Levers

Transactional Billing:
Manage higher volumes with the current workforce.

Managed Services:
Reduce backfill hiring by optimizing headcount.

Time & Material:
Cross-utilize employees to reduce buffer counts.

Book a Demo:

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🌐 www.prohance.net

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