

Top Telecommunications Company Shared Services Centres Improve Productivity by 20%

EXECUTIVE SUMMARY

A leading Telecommunications Company (**FTSE Top 100**) was experiencing productivity loss at its Global Shared Services centers. ProHance worked with the organization and provided visibility to how employees were spending their time across a range of activities.

Smart analytics and effective change management drove a **20% increase** in productivity with potential savings of **6Mn GBP**.

"ProHance has helped solve a long standing problem we were facing. The best part was that it was easy to implement and we got access to incredible quality of analytics."

VP and Head of Operations
Global Business Services

CHALLENGES

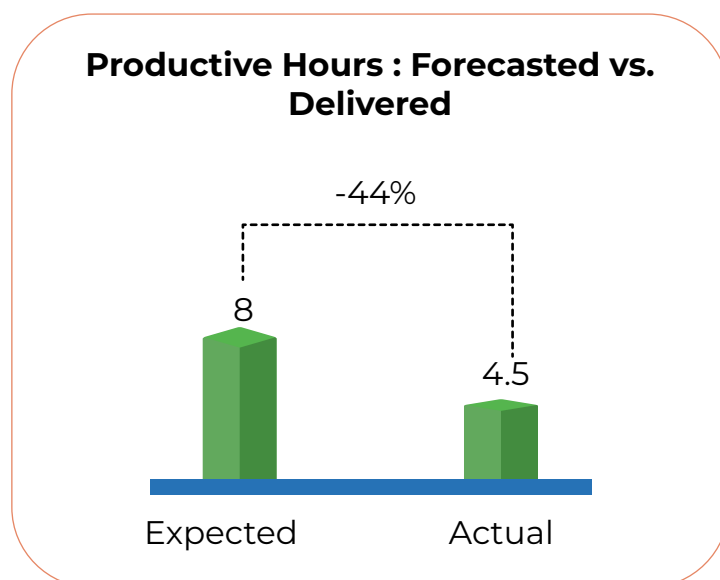
Operations Leaders at Global Business Service centers found it difficult to account for time spent by employees on different activities. Productive hours were lower than plan by **44%**. There was lack of visibility to schedule adherence, breaks, trainings, feedback sessions and team activities. This created inefficiencies in planning and demand management.



HOW PROHANCE HELPED

ProHance was deployed across **6000 employees** in UK, India Budapest and Kuala Lumpur. Activities were classified into three key buckets basis systems or applications used.

- ◆ **Productive:** High impact on business e.g. outlook, webEx.
- ◆ **Non Productive:** Not critical for business e.g. social media.
- ◆ **No Impact:** Neutral to business like files and folders in window.



There was deeper understanding of how employees were spending their time. Focused interventions helped eliminate activities that were not critical for business and improved productivity.



VALUE CREATED

The organisation is now more efficient with superior work load balancing. Employees feel empowered with the ability to self review their performance (ProHance allows employees to access their data). Lastly transparency in tasks performed by employees is allowing the organisation to deploy robotics with greater precision , eliminating non-value added activities and improving customer experience.

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 Shared Services, BPO, KPO, and IT Services organizations across the globe.

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