

A Leading US-Based Insurance Firm Improves Productive Time By **19% within 6 months**

ABOUT THE ORGANIZATION

A leading Insurance service provider based out of California was looking for a tool which can help bring a consolidated view of Time, Productivity in a single solution considering the diverse set of services like point-of-sale issuance with Independent Brokers, customer service, billing, to claim handling.

PROHANCE DEPLOYMENT

The company deployed ProHance on a **user base of 250+ employees based out in its US operations team.**

Key Challenges before ProHance deployment



Lack of insights into working patterns of Agents including core vs non-core work



Limited visibility on Employee well-being, considering Hybrid workforce



Benchmarking productivity across Accounts / Teams



Lack of automated time tracking



Multiple tools but no consolidated view



No Real Time data leading to delayed decision making



Lack of data for Lean & Transformation initiatives



Correlation of overtime payout with the help of actual time

Approach

- ProHance is installed in non-interactive mode for Productive Hrs. insights for client and the frontline managers.
- Client uses Ripping HRMS tool for overtime insights however, this was misleading and resulted into huge payout.
- ProHance and Ripping data is integrated using Power BI to get accurate overtime hours per users which resulted in huge savings.

Value Created



19%↑

increase (~1 Hour 18 mins per person per day) in Core working hours within **6 months of deployment.**



Visibility into efforts distribution in core vs non-core. (For example, ~60% time spent on Business Tools which is closer to industry benchmark of 65% for roles similar in Company.)



33%↓

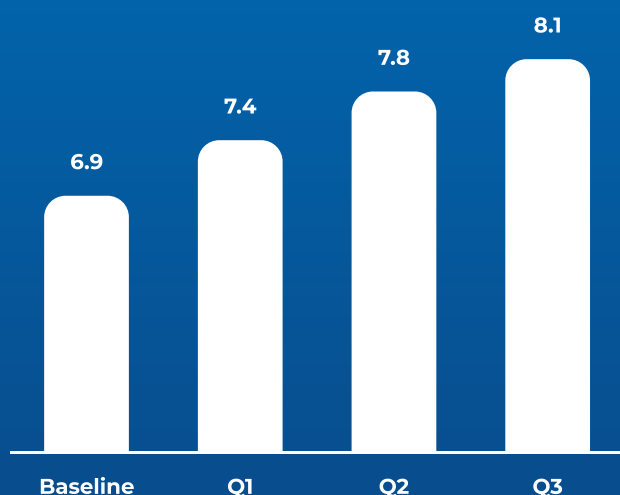
reduction in Idle time per employee per day



This improvement is equivalent to potential cost savings of **USD 1.5 Million+** on a base of ~250 employees or adding 40 FTEs without any cost & hiring expenses or ROI in double digits.

Trends in Productive Hours

(Avg per user per day)



Value add to Operations

- **Improved Client Satisfaction**
with increase in operational efficiency and better growth, retention in existing customer accounts.
- **Accelerated Decision Making**
due to real time insights and data driven decision making driving agility within the teams.
- **Enhanced Service Quality**
due to accurate measurement, benchmarking of team performance, output & correlation of existing capacity with future demand.

ProHance

ProHance is a comprehensive cloud-based enterprise workforce analytics solution that optimizes partner 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 engagement. ProHance is used by leading organizations to manage their contingent workforce across the globe.

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