PROHANCE

Smart Notifications to Improve Productive Hours for an IT Service Provider

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ProHance enables an effective and smart way to schedule automated email notifications to desired individuals which helps improve and keep track of productive hours with the help of Work Time Module.

Executive Summary

The organization was looking for a method which would automatically allow individual team members and their managers to receive email notifications from ProHance at daily, weekly and month level. The data would assist them quickly identify leakages and take appropriate actions to improve Productive Hours of individual members.

This approach has become one of the factors for increase in Productive hours of teams by **10% from Feb' 2023 onwards.**

"ProHance smart notifications are automated email reports that are helping our teams to manage their time effectively and focus on productive tasks. These reports can be customized according to preference and schedule, which suits our business needs. These report are helping us reduce distractions and interruptions, which is improving teams' productivity and efficiency on a daily basis"

– Shakeal Shaikh

10%
increase in
Productive time
over 5 months

Challenges

The organization uses customized calculation for productive hours average at a weekly and monthly level.

For 100+ Project Managers, it is difficult to ensure whether the calculations used are the same and uniform and schedule emails from their ProHance account.

Therefore, the organization was looking for an automated approach which will send emails on daily, weekly and monthly basis with the desired calculation to avoid confusion in productive hours calculation.

How ProHance Helped

- Daily goal notifications for ProHance individual members were configured. This sends automatic notifications to users if their daily Productive Hours target is met or not met. Further, weekly and monthly summary for this can be analyzed from ProHance web console.

- Weekly summary report to all ProHance individual members is enabled which has the overview of the key ProHance metrics. Along with this, it compares data with previous week and highlights increase/decrease in weekly hours.

- Using the Clone feature for scheduled reports,, all Team Managers, Senior Managers and Group leaders receive automated ProHance reports on daily, weekly and monthly basis with desired customized calculation.

Value Created

- By enabling the above features, teams can monitor and improve the Productive Hours of both individual members and their teams.

- Considerable amount of time is saved by avoiding manual configuration of these reports at each hierarchy level.

- It allows to focus on key ProHance metrics and achieve the target which is set by the organization.

ProHance

ProHance is a cutting edge, global operations management platform that provides insights for smarter decisions in complex, distributed and hybrid workforce. Top fortune companies are using ProHance to improve work life balance and productivity within their organizations to unlock the true potential of their Human Capital. Our SaaS based modular approach allows an enterprise to effectively measure time and effort contribution with over a **100+ customizable reports**. A rapidly expanding organization with **320,000+ users across 24+ Countries.**