

Large IT Firm

SAVES \$621K WITHIN 5 MONTHS OF DEPLOYMENT – Productivity increased by 23%



Background

This IT organization with 2000 FTE is an award-winning digital services agency offering the very best in Experience Design Services (XDS) agencies & leadership across every channel of digital design and consumer experience verticals. Today, this client cuts deep & wide with services covering brand research & strategy, experience and service design, technology covering ERP, OMS CRM, Commerce and more, including data science and digital marketing. The larger company employs 150,000+ staff from 37 nationalities who speak 18 languages in 90 countries.

Key Challenges

▶ **One of their top accounts was in “RED” due to which deliverables were not met, causing underutilization of resources.**

▶ **Customer wanted to measure the following parameters -**

01. **Actual vs Estimated time:** Tracking time taken for each ticket by the associate.
02. **Idle time reduction:** Looking at associates who are not working minimum hours.
03. **Workload Distribution:** Who is overloaded, how best to distribute the workload.
04. **Effectiveness of Time spent:** How was the productive time being spent e.g. Meeting vs actual work etc.
05. Showing how the **top 20% of users are overworked while Bottom 20%** are not adequately productive while also not clocking enough number of hours
06. **Workload and Utilization Analysis:** Identify associates who are not able to complete work due to load, identify extra capacity, and analyze why associates have to wait for work packets etc.
07. **Ticket wise analysis:** What was the actual start date vs planned start date, Actual TAT vs Estimated time etc.



Value Created



\$621K saved with hidden capacity identified for 41 FTEs



23% productivity improvement within 5 months of deployment



7% increase in time spent on Development Tools

July 23 to Dec'23 Comparison

- ▶ Avg. 1 Hr 22 min. improvement seen in Productive Time on System since July to Dec 23.
- ▶ 23% improvement observed in Productive hours which indicates more time being spent on core applications.
- ▶ 7% increase in time spent on Development apps from July 23 to Dec 23.

How ProHance Helped



ProHance partnered with core project team to run the "Velocity Wave" initiative for 200 users.



Custom ProHance dashboards created for the Leadership Team.



Scheduled Daily stand up call with Project Managers and Leaders, to celebrate projects meeting the target.



Custom reports to help project managers and Delivery Heads to do better Workforce Distribution through ProHance Analytics.



Clearer set of actions taken on non performers for work reallocation & assigning to different projects.



Highlight resources who are consistently working <4hrs of production time from last 4 months.



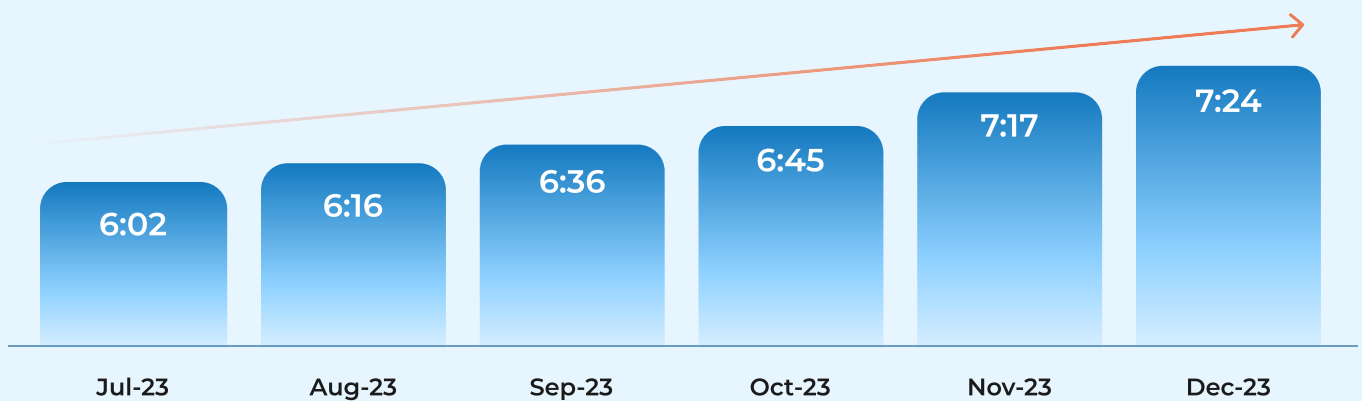
Mapped 95% applications used by resources to tag maximum production time in ProHance.



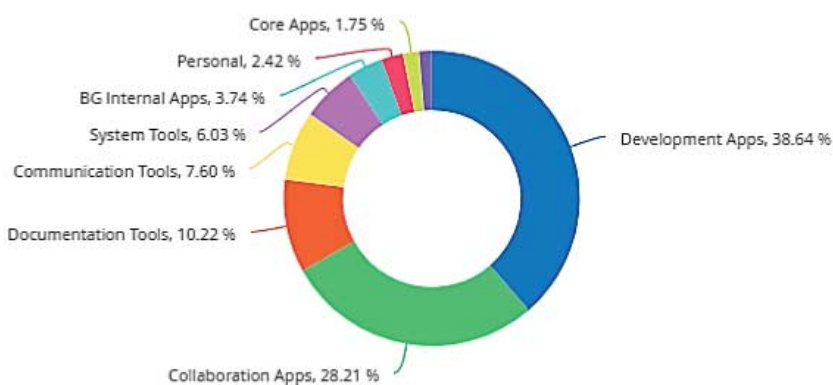
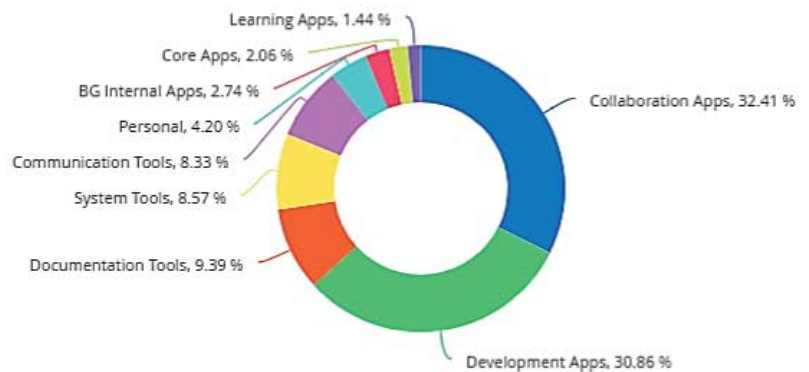
We observed over 1 hour improvement amongst top 5 project in within 5 months of ProHance Deployment. Integrated Jira with ProHance Workflow to see real time updates on Jobs allocated.

Avg. Productive Time on System (Monthly)

23% improvement
observed in Productive hours



Top Categories for July 23



Top Categories for Dec 23

↑ 7-10% increase in time spent on Development apps from July 23 to Dec 23

JIRA Integration & Insights from ProHance for Management

KEY FEATURES OF CUSTOM JIRA ADAPTORS



Ability to connect with multiple JIRA sites/ premises (Cloud / On-Premise/ Client Jira's)



Detailed analysis on Planned vs. Actual & Deviation



Derive Process level efficiencies by optimizing Project estimations & baseline data



Derive analytics by using JIRA attributes against actual time spent

We Integration JIRA with ProHance Workflow and below are the reports which Management and end users can see which creates value for all:

► Real Time Dashboard for Delivery Heads

This give a real time view for Project Managers, Delivery Heads, Team Leads to see the pending done, completed and pending.

Real Time Dashboard Current Summary Report By Team & Process Report For This Month Consider Past 1 Month GO												
Job ID By Team	Jobs Loaded (This Month)	Jobs Due				Jobs Completed				Avg. TAT	Avg. AHT	Avg. Activity Duration
		Past	Today	Future	Total	Past	Today	Future	Total			
default	19	568	3	0	571	10 (02%)	0	0	10 (02%)	0d	195.97h	02.74h
APACGeo	5	243	1	0	244	1 (00%)	0	0	1 (00%)	0d	84.89h	02.89h
JIRAProjects	1	31	1	0	32	1 (03%)	0	0	1 (03%)	0d	01.31h	
MEGeo	13	228	1	0	229	7 (03%)	0	0	7 (03%)	0d	46.95h	
USGeo	0	66	0	0	66	1 (02%)	0	0	1 (02%)	0d	110.92h	02.15h

► JOB ID Management

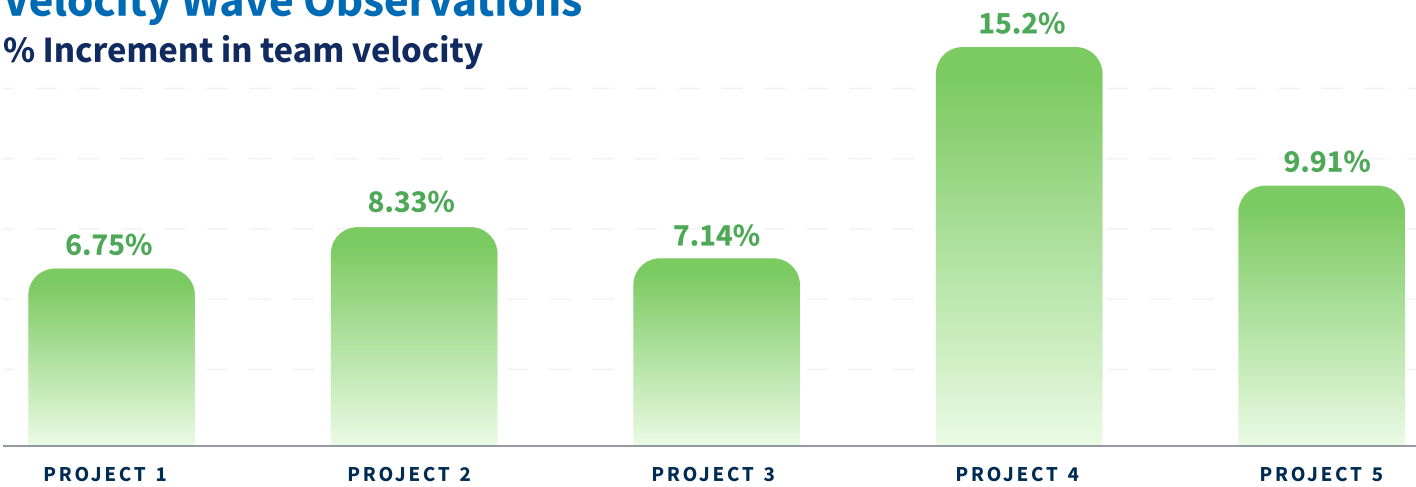
Dynamic custom dashboard to set up a view for New jobs, Pending, In-Progress at user level, which gives view of Actual v/s Estimated start and SLA Status of met v/s not met, Deviation %.

+ Total Jobs 1778 New Jobs 92 In Progress Jobs 1201 Completed Jobs 485 Abandoned Jobs 0									
Action: GO EXPORT JOBS BULK UPLOAD REPORT COLUMNS ADD NEW									
☐	Actions	JIRA KEY ID	jProjectNameGrouped	Issue Type	Status	Planned Start	Actual Start	Actual AHT	Activity Duration
☐		DBSS-1996	Digi DBSS	Task	Completed	03 Oct 2023	03 Oct 2023	190.84h	47.54h
☐		DBSS-2012	Digi DBSS	Task	In Progress	11 Oct 2023	11 Oct 2023		45.21h
☐		DBSS-2034	Digi DBSS	Task	Completed	30 Oct 2023	30 Oct 2023	70.55h	28.03h
☐		DG-10538	Digi CCCP Retainer	Epic	In Progress	06 Oct 2023	06 Oct 2023	454.92h	27.28h
☐		DG-10541	Digi CCCP Retainer	Story	In Progress	06 Oct 2023	06 Oct 2023	454.84h	26.65h
☐		DG-10540	Digi CCCP Retainer	Story	In Progress	06 Oct 2023	06 Oct 2023	454.84h	23.69h
☐		DBSS-2018	Digi DBSS	Task	Completed	16 Oct 2023	16 Oct 2023	68.44h	19.86h
☐		DG-10544	Digi CCCP Retainer	Story	In Progress	06 Oct 2023	06 Oct 2023	118.80h	13.57h



Velocity Wave Observations

% Increment in team velocity



Increase in velocity from 6-15% from 5 projects.

Velocity Definition:

$$\frac{\text{Total story points completed per sprint}}{\text{Number of sprints in which they were completed}} \times 100$$

GEO	Project	Project Manager	Expected Time per ticket/deliverable (in Hours)	Actual Time taken per ticket/deliverable (in Hours)	% Increment in Team Velocity
APAC	Project 1	PM 1	32	28.83	9.91
APAC	Project 2	PM 2	15.33	13	15.20
UK	Project 3	PM 4	28	26	7.14
US	Project 4	PM 5	24	22	8.33
PPS	Project 5	PM 6	24	22.38	6.75

Job ID Distribution [Job ID Volumes], By Status

93

NEW

1234

IN PROGRESS

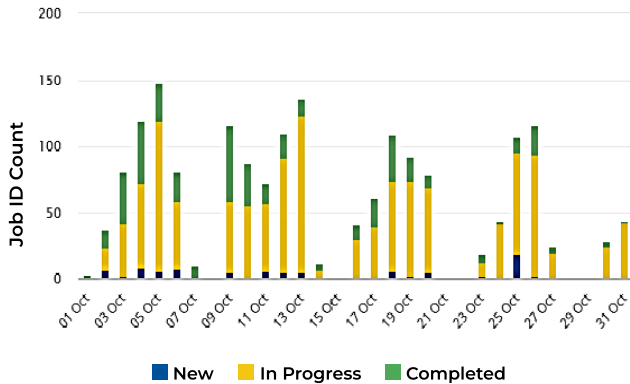
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COMPLETED

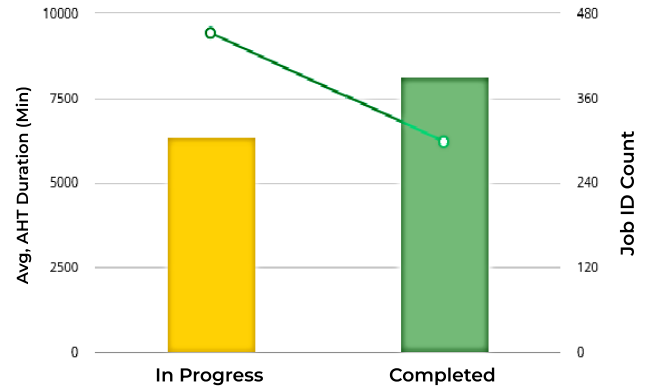
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ABANDONED

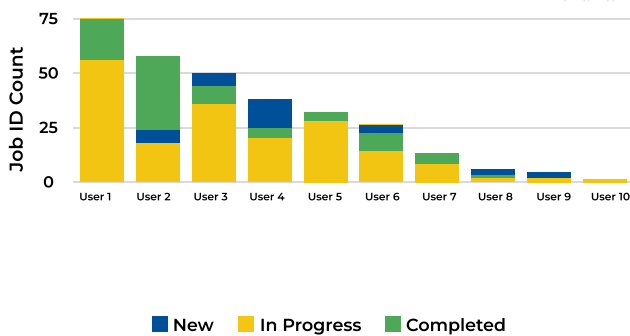
Jobs Trend On Planned Start Date, By Status



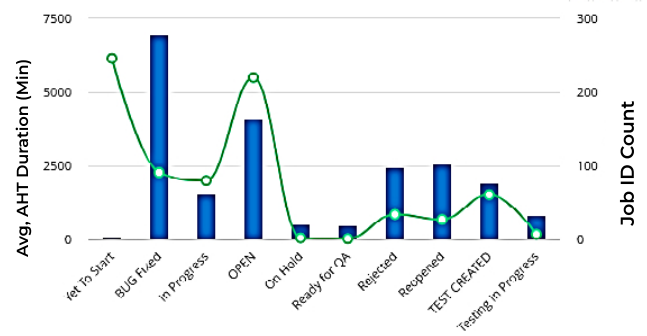
Duration Per Job ID, By Status



Jobs By User (Associate | Job ID Volumes), Status



State Wise Analysis (MEGeo)



Client Testimonial:

ProHance Insights and Analytics have been very helpful for our organization in unlocking the capacity to get new projects onboard, do better workforce distribution across sites and geographies. Real power of tool is the ability to -

- ▶ Look at data from holistic level, helping you as leader to understanding and taking corrective actions on macros issue like Project Complexity, Customer issues.
- ▶ Look at various dissections and cross sections of data with multiple possible drill down to applications and platforms usage by resource - Helping Project/ Module leaders/ Architects and QA to understand nuances affecting productivity of resources.

This view also helps to provide corrective action to Team Leaders and individual resources on better and more effective time management helping them improve productivity.

Pradeep Singh- Delivery Head

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 ITServices organizations across the globe.

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