



## Key Client Statistics

Industry	Client Since
IT/BPM	Q1 2018
Current no. of users	Potential no. of users
25,000+	50,000+

"We continue to drive a culture of operational excellence as part of our longterm strategy around delivering worldclass value and innovation. Insights provided by ProHance have helped us optimize the utilization and productivity of our teams across functions."

-Global WFM Program Director

## PROHANCE



### BUSINESS CHALLENGE

- Losing billable revenue due to sub-optimal employee productivity
- Difficult to measure time spent by employees across clients (leading restaurant chain and a pharma company) and activities



### SOLUTION

- Deployed ProHance across **10,000** users which later increased to **15,000** users
- ProHance's light technology architecture and compliance with regulations across industries led to easy deployment and integrations with client systems across client's customer groups



### BUSINESS OUTCOME

- Accurately captured productive hours & login times
- Provided a detailed activity drill down on where employees were spending time
- Improved billability and utilization rigor

Savings  
Year 1

**\$8 MM**

Increase in  
Billing

**5%**

Increase in  
Occupancy

**51%**

Idle Time  
Reduction

**28%**



## Key Client Statistics

Industry  
IT/BPM

Client Since  
Q4 2013

Current no.  
of users  
2,000+

Potential no.  
of users  
8,000

"The ProHance team has been extremely supportive and proactive in enhancing their product to automate the entire process of data collection and analysis through their Advanced Analytics module for LEAN"

**-General Manager, Lean Coach & Head of lean Implementation**

## PROHANCE



### BUSINESS CHALLENGE

- Inefficiencies in daily production tasks
- Difficult to establish baselines and track work patterns for the team
- Suboptimal productivity levels
- Internal targets



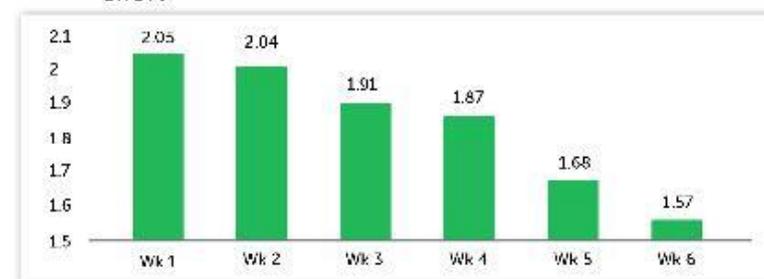
### SOLUTION

- Collected time spent data and classified across value added, non-value added, and incidental activities
- Significant decrease in non-value added and incidental activities by active reporting and education
- Improved work pattern productivity through work time module application

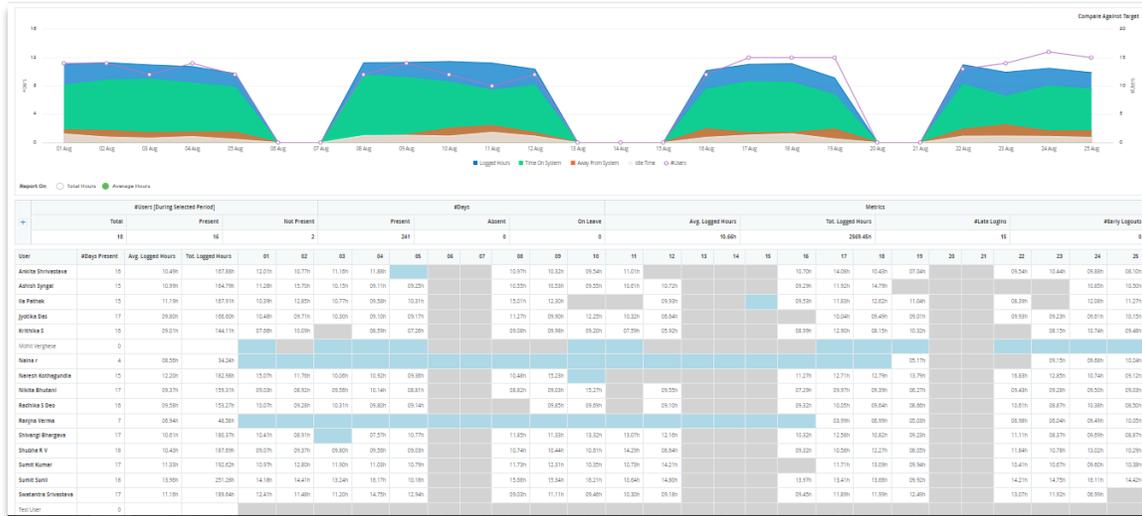


### BUSINESS OUTCOME

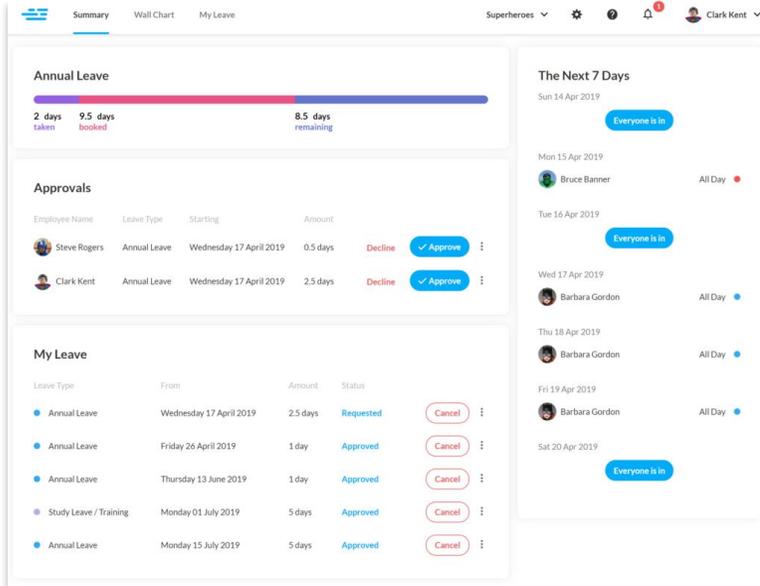
- Created organizational benchmarks and targets, and drove improvements in productivity
- Project utilization increased by 28% over 6 months
- ProHance lean reporting drove 24% increase in available effort



# Unaccounted Absenteeism



Correlation and analysis of ProHance attendance compared to Customer leave management systems



## Existing Engagements Across Other Clients

Technology

3K Hours of Monthly Loss Discovered

Healthcare

3k unaccounted hours – 1.4M Annualized Savings

Technology

INR 9 Crores Leakage Identified – Monthly basis