PROHANCE

ProHance for Partner Ecosystem

A large Asset Manager (~$1.5T AUM) deployed ProHance to manage their partner in a better way

Overview

The Asset manager in this case had been using a partner to process the Due Diligence Questionnaires (DDQs) requested by institutional investors on a predefined frequency (Quarterly/ Annually). The team that was working on the DDQs was missing the contractually agreed deadlines leading to client dissatisfaction.

This was brought to the partner's notice on a regular basis, who attributed the delays to being understaffed by 15-20%. Additional resources were requested by the partner to mitigate this.

The Asset Manager was not convinced and wanted to deploy a solution which will enable them to measure the resource utilization at the partner side.

How ProHance Helped

- ProHance was identified as the platform to measure the utilization taking the partner into confidence.

- ProHance Analytics & Insights –
  ProHance provided reporting capability which helped identify that the overall team was underutilized while there were some subject matter experts who were consistently overutilized.

- Further analysis suggested that the subject matter experts were becoming a bottleneck to process the DDQs which led to delays in completing the deliverables on time.

- The Partner was able to take action based on this insight and focused on upskilling the rest of the team over a period of 6 months.

Month	2-4	4-6	6-8	8-10	10-12
Jan 23	22%	54%	20%	3%	1%
Feb 23	15%	47%	31%	6%	1%
Mar 23	15%	45%	33%	7%	1%
Apr 23	16%	47%	32%	6%	1%
May 23	10%	41%	40%	8%	1%
Jun 23	7%	36%	46%	10%	1%
Jul 23	5%	34%	49%	13%	2%

Underutilized resources reduced during the time period **from Jan to July 2023**

Value Created

20% to 49% Increase — increase in user having 6-8 productive hours.

10% Efficiency — created to absorb more work at the partner side.

14% Improvement — in SLA adherence from 85% to 99% after upskilling.

Quality Increase — in the contents of the DDQs.