

PROHANCE IMPROVES

Operational Efficiency for a UK- based retail giant



ABOUT THE ORGANIZATION

The client is a renowned British multinational grocery and general merchandise retailer with 450,000 employees globally. Headquartered in England, they also have operations in Bengaluru with a strategic focus on standardization and the development of centralized capabilities. The client was recognized as one of the most admirable Global Business Service Centres by SSON in 2023.

PROHANCE DEPLOYMENT

The client has been leveraging ProHance - **since 2018 as a strategic tool to measure productivity for their GBS arm.**



VALUE CREATED

Occupancy Time (Including virtual & offline meetings)



15% improvement in the total **Occupancy time/Productive Hours** between 2022 to 2024



Met the desired **Occupancy time target of 92%**



This **efficiency boost** has positively **impacted** overall work trends

Multi-Skill & Multi-Role Usage



Leveraging ProHance data, the client **identified teams with low utilization** and assigned them to multi-projects



This optimized **resource allocation** and enhanced **overall productivity**.

Automated Time Tracking



ProHance enabled **automated time tracking, providing real-time data insights** into team performances



Capacity Optimization

ProHance enabled the client to **optimize team capacities** based on actual work patterns

Customized Time Tracking Tool



The client excluded HR, Recruitment, and teams spending a lot of time on calls from the time-tracking tool



This ensured **accurate data representation** for core operational teams

Process Optimization for Europe-based stores



A 3-month pilot in Europe-based stores utilized ProHance for **process optimization** within retail back-office operations

Performance Enablement



Overworked teams benefited from **workload optimization strategies**

Asset Optimization



The Software Usage Report provided insights into restricted software usage, **enhancing productivity, and ensuring compliance**

ProHance Proactive Watchdog Reports for Managers



The client used the Managers' Proactive Check report to identify employees engaging in **continuous activity on specific applications** (more than 3 hours) to manipulate the required work hours, and took corrective measures

ProHance has helped our transformation roadmap. The real-time insights and information generated by this tool are leveraged by multiple teams to make meaningful business decisions. Today, it is acting as a highly effective source of information to drive change and transformation across various functions. Based on our experience and the quick benefits which we have delivered, it's a highly recommended platform to adopt and practice.

Director, Business Transformation

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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