

Case Study

ACP Billing shows 19% improvement in Productive Time through ProHance in less than 6 months



Executive Summary

ACP Billing Services is a growing Healthcare organization that set their operational objectives to improve employee productivity by a minimum of 15% in less than a year. With the management constantly on the go, ProHance provided real time meaningful data on employee work habits. This along with quarterly performance reviews with the ProHance value engineering team led to significant reduction in time leakages and improvement in overall operational efficiency.

With ProHance, some of the key business outcomes ACP Billing was able to drive were:

- › 19% improvement on total productive time in less than 6 months
- › Better resource utilization and improved work load balance, and
- › Better visibility on user work style across their centers

Background

ACP Billing Services is a medical billing and coding services company with offices in Florida, USA and Chennai, India with over 13 years of medicare and commercial insurance experience. They provide onshore and offshore solutions to US Healthcare providers, hospital groups and medical billing companies.

Challenges

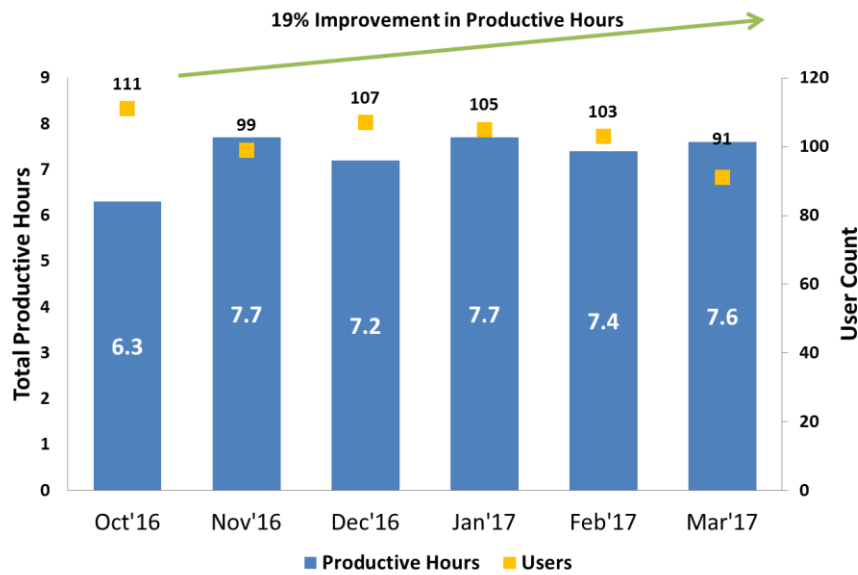
The management travelled extensively which made it difficult for them to get continuous visibility on work performance in both the centers. It was also pertinent for them to understand current work styles to manage overtime better and improve time efficiency and productivity.

ProHance Solution

ProHance was initially deployed across 80 employees in India and US.

ProHance team worked closely with ACP management to understand and analyze data from the platform to provide visibility on current performance gaps. Some of the key data points ProHance provided to improve productive time were:

- User friendly dashboards on work time pattern analysis to identify top and bottom performers for key time parameters important for the organization.
- Real time ProHance alerts to manage time spent on specific activities and reduce unnecessary time leakages.
- Identify accurate instances of overtime at a user level with a detailed insight into core and non-core activities
- Quarterly Advisory Reports to highlight areas of improvement and recommendations on usage of specific ProHance features to improve efficiency
- Manager training by the Value Engineering team to facilitate quick adoption of ProHance



Results

ProHance deployment helped ACP Billing achieve better control over their operations. Comparison of production with activities on system helped them streamline work and achieve higher efficiency from the existing work force.

- > 19% improvement in total productive time in less than 6 months was a direct result of improved time spend on system
- > Improved resource utilization across the organization
- > More transparency at work resulting in better control over operations.

“We saw significant improvements in our productivity and time efficiency after we implemented ProHance. Its user friendly and informative dashboards have helped my teams detect leakages and take required steps to improve time spent on productive work. We saw an improvement of 19% in productive time in a span of just 4 months and invest our efforts in building a team of engaged employees, which is a great ROI for us. I would also like to commend the Value engineering team for all the following support – Extensive training to top and middle management on Application usage, data analytics & reporting templates and Advisory Services.”

Charlin Anthony
President & CEO

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 drive measurable business outcomes, improve decision making, enable continuous improvement and boost employee engagement. ProHance is used by leading Shared Services, BPO, KPO, and IT Services organizations across the globe.

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