

Prohance Helps Leading Financial Services Organization Improve Efficiency by 15%



About the Customer

A financial technology company with approximately 10,000 employees; specializing in electronic payment services, providing payment and transaction processing, and distribution solutions to financial institutions, retailers, service providers, and individual consumers.

The processes leveraging ProHance are Technology and IT Infrastructure, Information Security & Compliance, Process Owner, Technology Service Management and Technology E-Pay.

Challenges

- > The performance was being assessed manually and was solely based on login/logout adherence and meeting deadlines.
- > Task allocation and prioritization was a challenge without visibility into time spent on tasks.
- > Measuring project progress and identifying bottlenecks was more difficult without time data to assess timelines.

- > The organization lacked visibility into employee efficiency and productivity.
- > No real-time visibility into how employees working from the office allocate their time on core activities.

How Prohance Helped

> Visibility, Transparency and Accountability

ProHance Work Time module provided real-time visibility into how ~500 IT employees allocate their time.

This transparency helped employees understand their work patterns, and managers gained insights into users and overall teams' productivity.

> Elevated Work Culture

A view into their work patterns encouraged employees to stay focused and accountable for their tasks.

This further reduced time spent on non-core activities and led to efficient utilization of the workforce.

Value Created

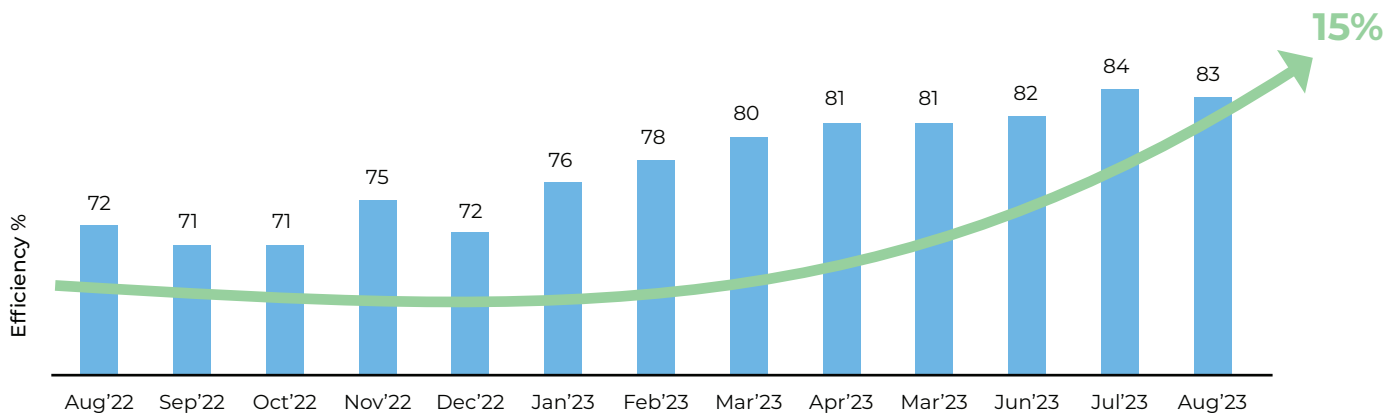
ProHance provided real-time visibility into how employees allocate their time and managers could quickly access the reports and device improvement plan.

15% improvement in time spent on core activities

403 Hours increase in time spent on Productive applications between Aug'22 – Aug'23.

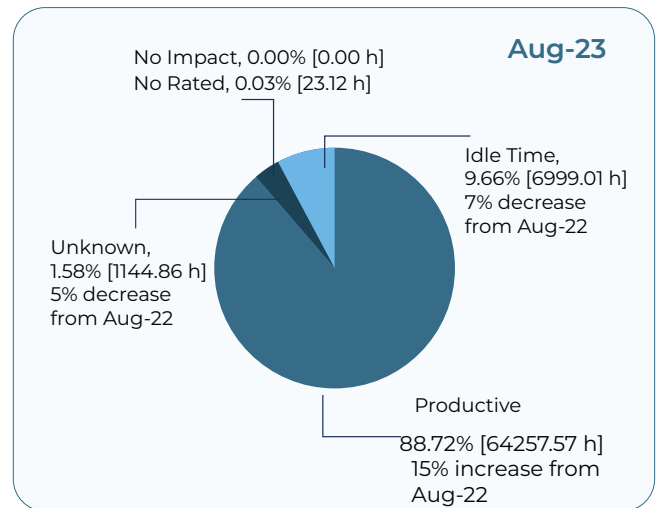
82 Full-time employees

(FTEs) worth of work opportunities is created within the existing workforce based on data insights from May'23 – Aug'23.



Aug'22 To Aug'23 Comparison

- Avg. 49 min. improvement seen in time spent on core activities online (Avg. 6.25 Hrs. for Aug'23) which correlates to 15% increase in Efficiency. This means users are spending more time on core applications and tasks are being completed faster resulting in effective resource utilization
- Avg. 25 mins increase seen in time spent on core activities offline (Avg. 1.34 Hrs. for Aug'23).



Book a Demo:

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