

How ProHance Drove **43% Reduction in Vendor Headcount While Increasing Productivity**



About the Customer

The customer, a leader in digital operations for multiple brands, relies on several vendors to support customer services. Managing these vendor relationships and ensuring resource efficiency became critical as the company faced challenges in verifying vendor productivity, optimizing manpower utilization, and maintaining billing accuracy.



Challenges



Verification of Vendor Productivity

Without a reliable way to track vendor work hours on productive applications, the company struggled with accountability, leading to inefficiencies and possible wasted resources.



Manpower Utilization Tracking

The absence of an effective solution to accurately assess vendor manpower utilization led to gaps in managing resource efficiency, raising concerns about potential underutilization and overbilling.



Billing Accuracy and Compliance

The FTE-based billing model heavily depended on vendor data, raising concerns over billing transparency and compliance. Without independent verification, the company faced potential discrepancies in billable hours and exposure to overcharges.



How ProHance Helped

ProHance introduced its Work Time and Advance Analytics Modules that helped the customer to regain control over vendor operations and optimize efficiency by:



Tracking Manpower Utilization

ProHance enabled both in-house and vendor teams to keep track of manpower deployment, offering independent insights on logged versus productive hours.



User-Friendly Dashboards and Automated Reporting

Increased visibility into accurate data led to optimized manpower utilization and a measurable increase in productive hours.



Enhanced Billing Accuracy

Custom report on the employee productive hours generated by ProHance provided precise data for invoicing, allowing vendors to bill based on verified hours, meeting compliance standards.



Value Created

The implementation of ProHance resulted in:



43% Reduction in Partner Headcount

A decrease from 140 to 80 employees, allowing partners to achieve more with fewer resources.



Partner Consolidation

Reduced vendor partners to half by cutting them from four to two.



Increase in Productive Time

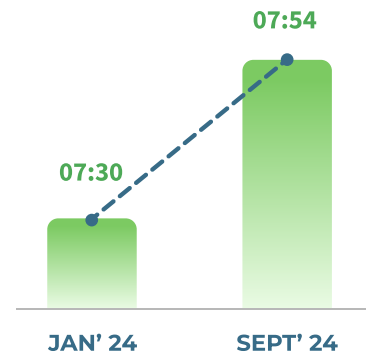
Achieved 24-minute increase in productive time, translating to an additional 24 minutes from January 2024 to September 2024.



Improved Compliance

Enhanced accuracy and transparency in revenue mapping, ensuring hours billed align with actual productivity.

Positive Shift in Productive Time



Book a Demo:

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