

Wipro Achieves \$2.6 Million in Annual Savings and 170 FTE Capacity Gain with ProHance



About the Customer

Wipro is a leading global information technology, consulting, and business process services company, renowned for their expertise in artificial intelligence, machine learning, data analytics, and cloud services, has positioned themselves as a key player in the global IT sector. This case study focuses on one of their Health Care segments, which operated with an average of 1600 employees in India from January 2024 to June 2024. The implementation of ProHance was completed by December 2023, with regular traction and monitoring commencing from January 2024 onwards.



Challenges



Lack Of Real-Time Performance Measurement

Wipro struggled with the absence of a real-time system for tracking critical metrics such as productive hours, break times, and non-productive hours. Without this visibility, it was difficult to understand employee activity effectively, leading to inefficiencies and delays in identifying and addressing performance gaps.



Absence Of Detailed Performance Analysis

The inability to perform in-depth analysis at both the associate and team levels hindered the organization's ability to assess performance accurately. This limitation made it challenging to identify trends, optimize workforce efficiency, and make informed decisions for improving team performance.



How ProHance Helped



Real-Time Performance Tracking

ProHance enabled real-time monitoring of productive, break, and non-productive hours, giving immediate visibility into employee activities.



Standardized Reporting & Analysis

ProHance provided standardized reports and variation analysis, allowing the organization to identify and address performance deviations effectively.



5S Practice Adoption & Performance Stack Evolution

The adoption of 5S practices (Sort, Set in order, Shine, Standardize, Sustain) was further enhanced with ProHance's inclusion in the performance stack, driving process discipline.



Regular Leader Touch-Point Calls

ProHance enabled touch point calls with team leaders focused on reviewing utilization & productivity data, addressing concerns, and making data-driven decisions for continuous improvement.



Process Governance & Corrective Measures

ProHance facilitated real-time detection of deviations and enabled quick implementation of counter-measures to address any performance issues.

Wipro-Specific Value Additions and Customizations



WFH And WFO Segregation

Implemented with exhaustive IP ranges to segregate employees in work-from-home and work-from-office setups.



Aberrant Activity Detection

Enabled to quickly identify unusual or irregular activities, including ProHance manipulation to inflate productivity.



Location As A Filter

Added as a filter option to facilitate location-based productivity insights.



Account-Specific Thresholds And Reports

Custom thresholds and reports set up to monitor time spent on applications (Cloud PC) and Citrix login/logout data.



PBI Dashboard At Organizational Level

Organization-wide Power BI dashboard setup for a holistic view of productivity metrics.



Value Created



Saved **0.61 hours per FTE**, equivalent to **125 full-time employees**, boosting overall productivity.



Created additional capacity of **170 FTEs** by June 2024.



Achieved a financial benefit of **\$2.66 million annually**.

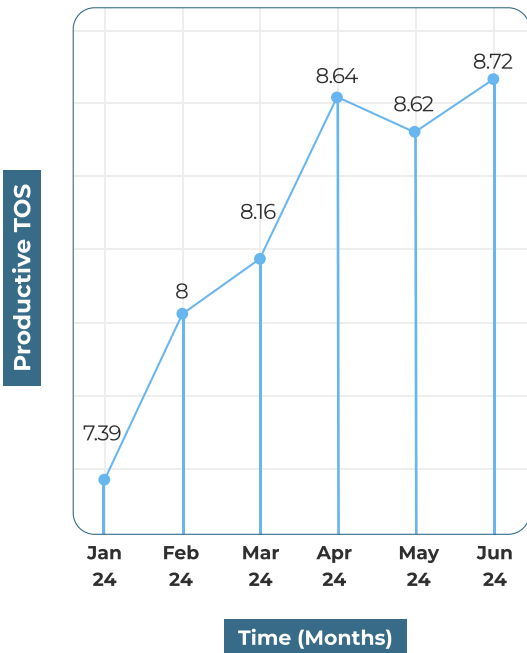


From January 2024 to June 2024, the productive TOS (time on system) **increased by 18%, i.e., 1.33 hours**.

Productive Time on System

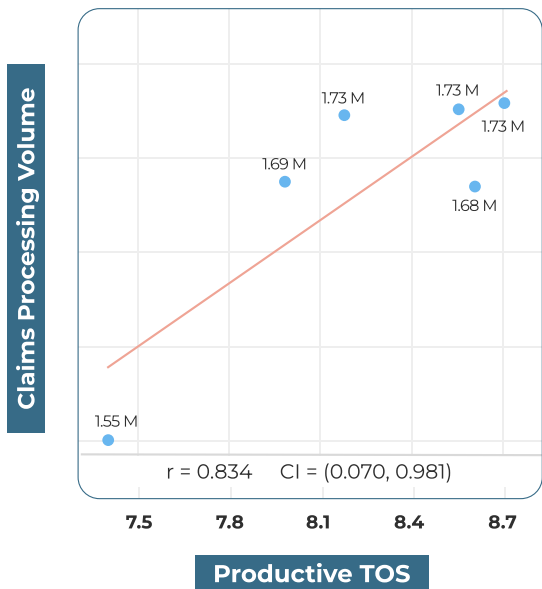
Target: 8Hrs

Trend on Productive TOS



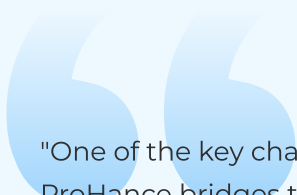
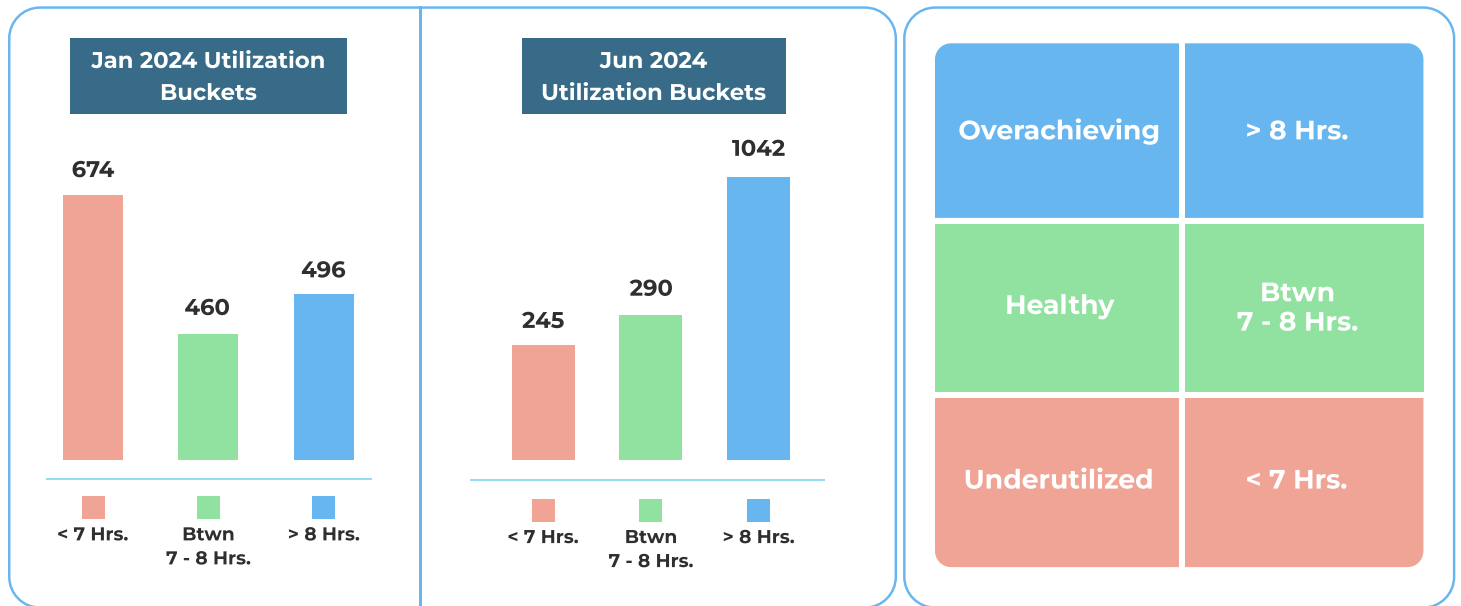
Matrix Plot of Prod. TOS & Claims Processing Volume

95% CI for Person Correlation



CI is the Confidence Interval
r is the Correlation Coefficient

Utilization Trend of Employees



"One of the key challenges in back-office processes is the absence of a measurement system. ProHance bridges this gap by providing visibility into how employees spend their time each day, helping us strengthen our culture of continuous improvement by eliminating hidden inefficiencies. At the same time, it supports employee well-being through better workload balancing and the ability to proactively identify employees who need assistance (workload analysis). The real-time view enables timely interventions when needed. ProHance has now been well-adopted within the organization and has become our day-to-day partner. Special thanks to ProHance Team for patiently listening to us and making customizations according to our needs."

- Shalabh Srivastava

Head, Quality and Process Excellence,
Wipro Digital Operations & Platforms

- Prem Pal

Senior Quality Manager at Wipro

Book a Demo:

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