PROHANCE

Episource Replaces Leader-driven Work Culture and Fosters Self-driven Culture

EXECUTIVE SUMMARY

Episource provides risk adjustment and quality solutions which include consultation, analytics, medical record review, data and management workflow tools.

Running a sophisticated revenue cycle management operation, Episource wanted to get deeper understanding of the situation on the ground and were interested to know how effectively their teams were engaged, how well the workload was distributed, and if there were any pockets of overwork or underutilization.

ProHance is an Enterprise Platform for managing Backoffice operations and provides real time data, actionable insights that enabled Episource to:

- Get analytical data on how teams are engaged.
- Get an accurate view of work time, idle time, non-work time and logged hours.
- Measured productivity based on productive and non-productive hours.
- Got real time view into operations.
- Established greater transparency, promoted collaborative work culture that motivated employees.

"In today's BPO/KPO world, where offering an optimum work-life balance to our employees is as important as maximizing their productivity; effective utilization of work hours is paramount for a win-win situation. ProHance is a simple, friendly-to-use tool, which has helped Episource move towards this direction. ProHance has partnered Episource in fostering a work culture that encourages self- driven performance than being leader-driven. The ability to consistently relate time spent on tasks against its level of impact helps one to clearly plan and prioritize tasks and get the maximum done within regular work hours. Prior to ProHance, employees were spending long hours but once ProHance was implemented, we are noticing that employees are now more conscious about time they spend on each task. Real time tracking and reporting options, ability to set personal time off as needed, clear roster-based attendance mapping and reporting, are some salient features that ProHance offers, which makes it a great tool to work with. Added to it, the post- implementation support that ProHance has provided to us has been an icing on the cake!."

Angshuman, VP Operations
Episource

BACKGROUND

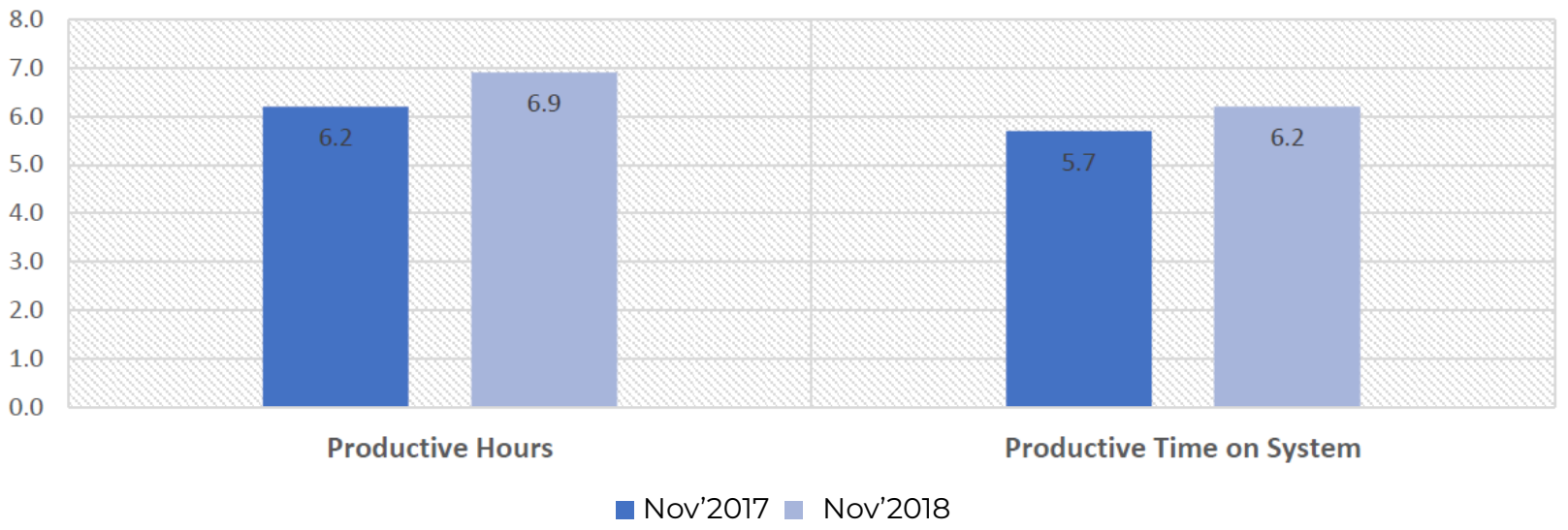
Episource has a team of **2800+** users in India that provided comprehensive end to end revenue cycle management services.

CHALLENGES

- With increasing team size and complexity of the work, Episource was keen to realize full potential of their human capital and ensure that teams were adequately engaged in activities that were important for business.
- Episource wanted to provide better work life balance to its employees.
- Episource was keen to improve the level of self-awareness of its team performers.
- Episource wanted teams to prioritize task and maximize the work output within the working hours.

SOLUTION

ProHance solution helps in managing offline work or back office operations. It provides visibility, real time insight and actionable intelligence into operations. Prohance is easy to use and very user centric. It captures individual data and differentiate between the productive time, operational work time, idle time and total logged hours in a day. With work time and work output modules, managers have real time view of their team's. ProHance aggregates specific data on real time basis and provides lot of insightful reporting to understand variation like which teams are over engaged or nearing burn out or which ones are underutilized. It identifies mismatch between supply and demand dynamics, that enables team leaders to take more insightful decisions and specific actions to improve the overall efficiency and quality of outcomes that is delivered in each process.



RESULTS

- ProHance was implemented on **2800 +** users.
- ProHance made operations agile, lean and customer centric. Within 1 year of
- ProHance implementation the productive hours of overall teams increased to **8%** i.e. increase of 30 minutes of productive time per day per user as compared to year 2017.
- ProHance gave actionable intelligence to identify the process gaps and helped solving specific issues.
- Helped developing accountability & self-awareness amongst the team, by giving insight in individual dashboard of logged hours vs. productive hours.
- Time management became easier and brought discipline into different teams.

  Enhanced employee engagement and efficiency.

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 drives measurable business outcomes, improves decision-making, enables 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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