

MICROLAND IMPROVES PRODUCTIVITY BY 30% USING PROHANCE

INTRODUCTION

Microland is a leading specialist IT infrastructure services provider, offering a comprehensive range of services to clients across the globe. A pioneer of the remote infrastructure management concept, Microland has its operations hub in India with global presence across USA, UK and Middle East. Incorporated in 1989, Microland has deep and broad expertise in all areas of technology infrastructure set up, management and optimization.

One of Microland's divisions offers remote technical support for global organizations. A specific group that offers services for a leading international organization was challenged to improve utilization of the team members and justify any additional requirements.

Team managers lacked authentic data on the work style of the team members to make effective decisions and improve performance.

SOLUTION

Microland adopted ProHance- Decision Analytics for Desk-side Productivity to measure desktop activity and improves staff performance and productivity. ProHance provides complete workplace transparency with analytics for managers, enabling them to take informed decisions. ProHance was implemented in over 50 workstations and has been a key decision analytics tool for the group.

CHALLENGE:

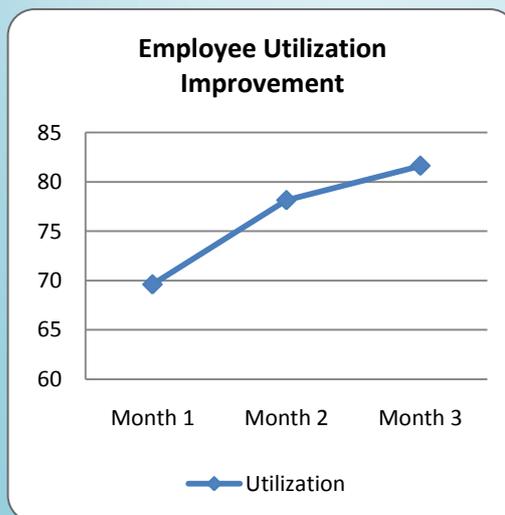
- Time spent at the desktop by each team member during office hours and their effective utilization each day
- Measure idle time and its occurrence during peak hours or lean hours
- Correlate the work productivity of an employee with his time efficiency

SOLUTION:

ProHance- Productivity Enhancement Software was deployed across 50 users to improve staff performance and productivity.

BENEFITS:

- Increase in productivity by 30%
- Gradual reduction in employee idle hours
- Increased visibility into process and employee work style



TIME EFFICIENCY

ProHance provides visibility into employee's time utilization on the system as well as on activities away from the system. Instances where the idle hours were high, reasons for the same are discussed and corrective actions taken to lessen the idle hour duration and increase time on productive activities. Time on activities away from the system is being discussed with the employee for better time utilization.

User	Days	Hours Logged	Active Time	Idle Hours
User A	1	9h 21m	6h 18m	3h 3m
User B	1	9h 47m	8h 42m	1h 5m
User C	1	9h 58m	8h 52m	1h 5m

ProHance report displaying the total hours, active hours and idle hours captured for each employee.

EMPLOYEE UTILIZATION

ProHance presents the time utilization of each employee against a pre-defined target of 8.5 hours with a comparison of time spent on productive and non-productive work. Employees with a low utilization rate are investigated for activities on non-productive work and remedial action are taken to decrease the same and better utilization. This visibility gradually increased the employee utilization as seen in the diagram below.

Applications										
Duration Format <input type="text" value="DHMS"/> Show Percentage <input type="checkbox"/> Active Time On System <input checked="" type="checkbox"/> Active Time Away From System <input type="checkbox"/> Idle Time <input type="checkbox"/> Show Utilization <input checked="" type="checkbox"/>										
User	Active Time On System	Salesforce	WebEx	Internet Explorer	Instant Service Chat	Skype	Firefox	Notepad	Windows Explorer	Utilization %
User A	07h 51m 45s	02h 19m 27s	01h 04m 04s	00h 34m 20s	00h 18m 40s	00h 30m 29s	00h 21m 01s	01h 54m 15s	00h 32m 36s	69.60
User A	08h 56m 54s	01h 14m 10s	00h 28m 58s	00h 14m 02s	03h 27m 53s	00h 19m 37s	00h 28m 15s	02h 16m 04s	00h 25m 35s	78.14
User A	08h 39m 29s	01h 00m 06s	02h 42m 19s	00h 18m 50s	01h 40m 56s	00h 27m 50s	00h 21m 05s	01h 22m 20s	00h 18m 52s	81.63

Testimonial

"This is the best productivity enhancing tool that I have ever come across. It has improved the utilization and productivity by 30% in last 6 months. It is very easy to use and implement. Post sales support at Prohance is outstanding. I would definitely recommend this tool to anyone looking for a quality productivity enhancing tool within a reasonable budget."

Dhanyaraj Shetty, WFM Manager, Microland

SCHEDULE ADHERENCE

Utilization trend report helps managers identify lean and peak work hours. Based on this pattern, breaks were scheduled for employees in lean hours to ensure that business does not get affected.

EMPLOYEE PERFORMANCE

Time efficiency measured from ProHance is used in correlation with work productivity. Employees who spend more time on the system but have low productivity are identified and skills improvement training is scheduled. Best practices are captured from employees with high productivity and these are then institutionalized.

BENEFITS:

- People productivity has significantly increased by an average of 30% and consistently maintained
- Gradual reduction in employee idle hours
- Increased visibility into process and employee work style
- General improvement in employee morale due to workplace transparency & regular feedback
- Decision analytics is now available with the line managers for employee retention, training, best practice capture, customer satisfaction etc.

To learn more about ProHance:

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