

Case Study – Business Analytics – Human Resource Function

Note: Client Name is not mentioned, and sensitive areas of the Dashboards are masked/stroked off since we have NDA with Clients



Geography: India & US

Industry Vertical – Healthcare

Industry Leading Healthcare Company that think disruptively to deliver Return on Investment to their Clients using latest technology to address toughest challenges with regards to Data collection and Analytics. After various rounds of vendor evolution, chooses SPlus Consulting to improve their employee efficiency and effectiveness through HR Analytics.

The key challenge was to provide a **comprehensive Dashboard that does Data Story Telling and automatically update the Dashboard every Thursday**. SPlus Consulting was chosen for its ability to understand the client requirement and provide the right Data Analytics Solution.



Challenge

- Multi-site deployment – 5 Locations in various geography.
- 3 Licensed Tools and 1 inhouse developed Tool producing Data in different Formats.
- 7 Departments and each Department want customized Dashboard for decision making.



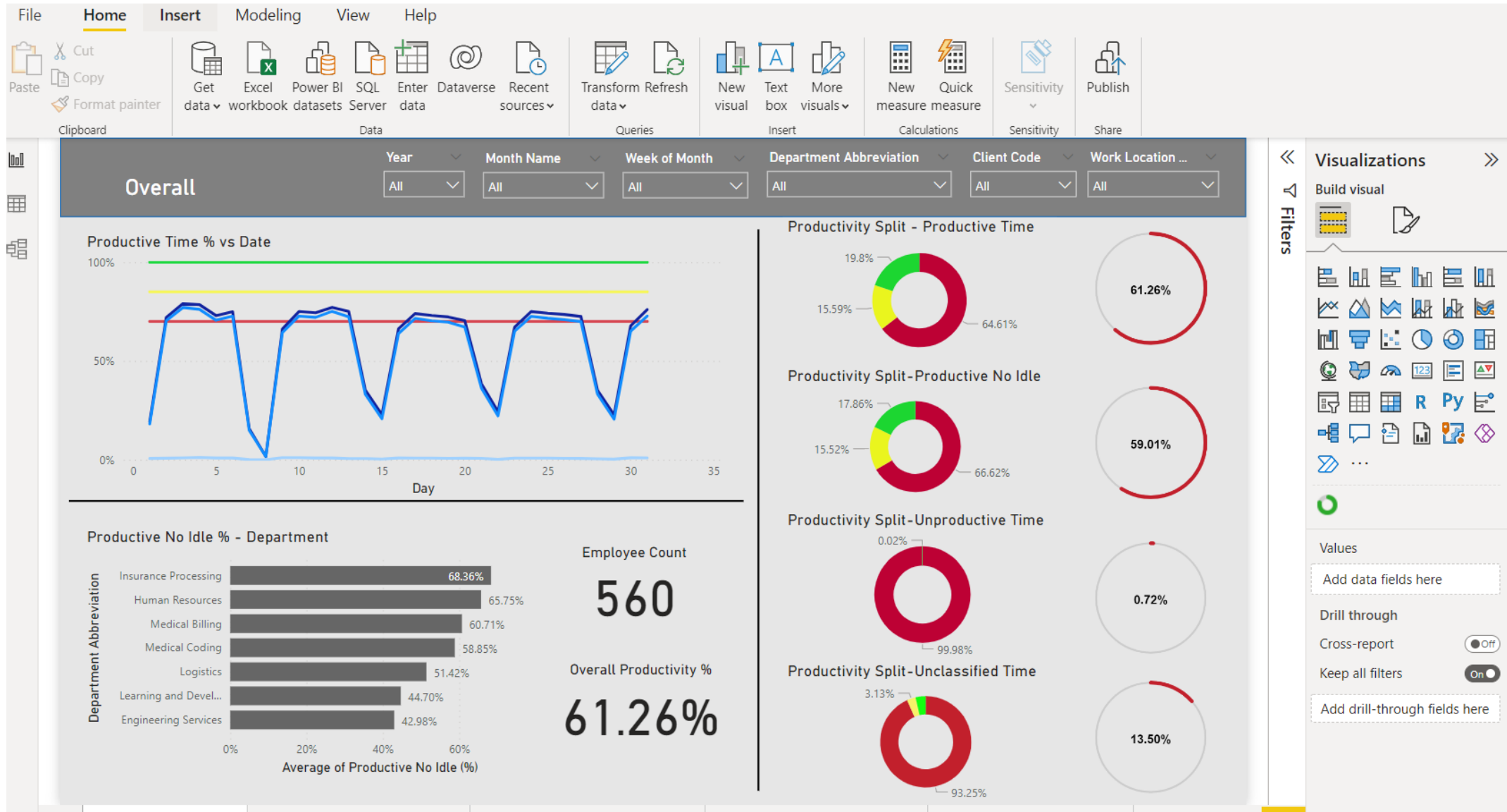
Solution

- SPlus Consulting conducted interviews with stake holders from each Department.
- Understood end-user requirement and developed a Data Story telling Solution – Dashboards.
- Did DI/DQ audit and made ETL Process.
- Recommended the right Tool for Enterprise Business Analytics, also optimized the number of Licenses.
- Weekly Dashboard Automation done for each Department



Benefits

- Significant reduction in employee idle time and productivity improvement
- Behavioral analytics helped forecast employee churn trends and timely HR Interventions
- Overall employee morale went up since they felt that Data driven decisions are taken by their supervisors.
- Organisation moved to Self Service mode in 6 months and that gave significant reduction in TCO



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Get data Excel workbook Power BI datasets SQL Server Enter data Dataverse Recent sources
Transform data Refresh data
New visual Text box More visuals
New measure Quick measure
Sensitivity
Publish

Employee
Year: All
Month Name: All
Week of Month: All
Department Abbr...: All
Work Location Ab...: All
Employee Name: All

Productive Time % vs Date

Productivity Split - Productive Time

Top 5 Employees

| Employee Name | Average of Productive No Idle (%) |
|---------------|-----------------------------------|
| [Redacted] | 149.74% |
| [Redacted] | 144.43% |
| [Redacted] | 115.96% |
| [Redacted] | 86.03% |
| [Redacted] | 42.13% |

Bottom 5 Employees

| Employee Name | Average of Productive No Idle (%) |
|---------------|-----------------------------------|
| [Redacted] | 0.00% |
| [Redacted] | 0.00% |
| [Redacted] | 0.00% |
| [Redacted] | 0.00% |
| [Redacted] | 0.12% |

Productivity Split-Productive No Idle

Productivity Split-Unproductive Time

Productivity Split-Unclassified Time

Visualizations

Build visual

Filters

Values

Add data fields here

Drill through

Cross-report Off

Keep all filters On

Add drill-through fields here

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Transform data Refresh data

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New measure Quick measure

Sensitivity Publish

Share

← **Productive No Idle Time** Year: All Month Name: All Week of Month: All Client Code: All Employee Name: All

Department

| Department | Productive No Idle Time (%) |
|--------------------------|-----------------------------|
| Engineering Services | 42.98% |
| Human Resources | 65.75% |
| Insurance Processing | 68.36% |
| Learning and Development | 44.70% |
| Logistics | 51.42% |
| Medical Billing | 60.71% |
| Medical Coding | 58.85% |

Work Location

| Work Location | Productive No Idle Time (%) |
|---------------|-----------------------------|
| [Redacted] | 51.23% |
| [Redacted] | 61.56% |
| [Redacted] | 54.41% |
| [Redacted] | 70.07% |
| [Redacted] | 57.22% |
| [Redacted] | 55.95% |

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Transform data Refresh data Queries

New visual Text box More visuals Insert

New measure Quick measure Calculations

Sensitivity Sensitivity

Publish Share

Year Month Name Week of Month Client Code Employee Name

All All All All All

Productive No Idle Time %

Department

| Engineering Services | Human Resources | Insurance Processing | Learning & Development | Logistics | Medical Billing | Medical Coding |
|----------------------|-----------------|----------------------|------------------------|------------|-----------------|----------------|
| > 100% | > 100% | > 100% | > 100% | > 100% | > 100% | > 100% |
| 4.23% | 24.64% | 26.03% | 0.00% | 15.91% | 14.22% | 20.90% |
| 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% |
| 14.29% | 22.24% | 19.41% | 11.36% | 12.50% | 21.69% | 10.73% |
| < 80% | < 80% | < 80% | < 80% | < 80% | < 80% | < 80% |
| 81.48% | 52.96% | 54.57% | 88.64% | 71.59% | 64.09% | 69.07% |

Work Location

| > 100% | > 100% | > 100% | > 100% | > 100% | > 100% |
|------------|------------|------------|------------|------------|------------|
| 0.00% | 18.26% | 15.49% | 22.36% | 13.82% | 18.31% |
| 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% | 80% - 100% |
| 12.50% | 18.17% | 12.78% | 19.86% | 16.23% | 13.55% |
| < 80% | < 80% | < 80% | < 80% | < 80% | < 80% |
| 87.50% | 63.57% | 71.70% | 57.61% | 69.95% | 68.15% |

Visualizations

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