



Empowering Shared Services Success

ProHance's Impact on JLL's Global Business Services Delivered Substantial Cost Savings



The Customer

Jones Lang LaSalle Incorporated (JLL) is a Fortune 500 global real estate services company, operating in 80 countries and providing investment management services worldwide. With a truly distributed workforce spanning multiple countries, JLL faced the challenge of creating visibility and insights into its hybrid and distributed operations to drive productivity and efficiency improvements.



The Solution

JLL selected ProHance, an Enterprise-Grade operational analytics platform, to address these challenges. ProHance offered the flexibility and customization required to adhere to different geographical expectations and thresholds, ensuring accurate metric identification and baselining. By deploying ProHance, JLL aimed to establish a consistent measurement system across the organization and gain actionable insights for strategic decision-making.



Challenges Faced

Before adopting ProHance, JLL JBS struggled with poor visibility into operational metrics, inconsistent measurement practices across geographic locations, and bloated processes due to a lack of task-level insights. These challenges hindered operational efficiency and highlighted the need for a comprehensive solution to standardize processes and drive efficiency within their global business services operations.



"JLL Business Services is committed to a culture of operational excellence, continuous staff development and innovation in service delivery. As a part of this, we deployed the ProHance Operations Management software. Now ProHance is one of the key tools for JLL's Business Services teams."

Martin Edgerton

GLOBAL HEAD-JLL SERVICE CENTERS,
JLL Business Services

HOW PROHANCE HELPED

Work Time Insights

ProHance's Work Time Module provided detailed insights into employees' core and non-core time allocation. By leveraging this module, JLL JBS gained a comprehensive understanding of workforce productivity trends, enabling them to optimize resource allocation and improve workload management for enhanced operational efficiency.

Asset Optimization Solutions

With ProHance's Asset Optimization Module, JLL JBS achieved equitable load balancing opportunities, resulting in a substantial reduction in underutilization and a significant increase in healthy utilization. This module enabled the organization to optimize resource allocation effectively, driving operational efficiency and cost savings

Customized and Advanced Analytics

JLL JBS benefited from ProHance's customized analytics capabilities, tailored to meet varying metric expectations across different geographic locations. This allowed for accurate metric identification and baselining, empowering the organization to make informed decisions and drive performance improvements specific to each operational context.

Outcome-Based Insights

The Work Output Module provided JLL JBS with valuable outcome-based insights, facilitating process improvements and enhancing operational efficiency. By focusing on measurable outcomes, the organization was able to drive continuous improvement initiatives and achieve better business results.

9%

Increase in core working hours

15%

Increase in business application usage

23%

Reduction in underutilized assets

22%

Increase in healthy asset utilization

Additional ROI metrics we can expect to manifest

Improved Client Satisfaction

Enhanced operational efficiency and better outcomes resulting from the use of ProHance can lead to higher client satisfaction and retention.

Accelerated Decision-Making

With access to real-time insights and data-driven decision-making capabilities, JLL leaders can make faster and more informed decisions, driving efficiency and agility across the organization.

Enhanced Service Quality

Continuously monitoring performance metrics and implementing process improvements based on ProHance insights can lead to higher service quality and better outcomes for clients.

Explore how to transform your Shared Services and GBS with ProHance

Cloud-based analytics solution refining workforce performance and streamlining operations.

Schedule a call today! (972) 731-4374

prohance.ai