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Analyzing work from home impact on organization



Our client is a Data & Analytics Services firm that enables its customers to optimize & accelerate the value of all its data assets. With the COVID-19 pandemic situation, Work from Home (WFH) is here to stay and has slowly steadily become the new normal. We developed a dashboard to help our clients take faster, effective, and associate-centric decisions by analyzing how WFH is affecting their organization and their associates.

Technology	Power BI
Industry	Operations Others
Platform	Web Dashboard
Capabilities	Data Storytelling Design Thinking

Challenges

- Absence of a unified screen to analyze boons & banes faced by associates while working from home
- How to analyze the change in working hours of associates since WFH started
- Revenue and various expenses have been largely impacted by WFH. How to analyze these changes on a monthly basis
- Analyzing delivery excellence of all projects at one screen and take decisions to improve delivery
- Tracking various cyber threats faced by associates

Solution

Our solution enabled the following capabilities for the client to address various organizational challenges:

- Interactive, responsive and seamless interface that accelerated the decision-making process with
- Ability to analyze various boons and banes of WFH, leading to better decision making to ease the life of associates while working from home
- Ability to analyze revenue & expense impact, delivery, customer feedback, and cyber threats, leading to recognition of various areas of concern

71%

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Reduction in training
hours because of
intuitive UI/UX

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- 53%

Reduction in WFH
complaints due to
decision derived

+98.7%

Savings of user's time

+83.8%

Increase in mobile
users due to
responsive design

Work from Home is here to stay!

How employees and companies are
coping up in this new normal?



Company



About Company

Fortive brings innovation and data analytics into one single roof, to help our clients in achieving their set goals. We aim to build solutions that will help our clients in taking effective and timely business decision, that will not only help in their business growth but will help to operate in a very sustainable approach.

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How many associates are there in the company?

All associates whether on-shore or off-shore

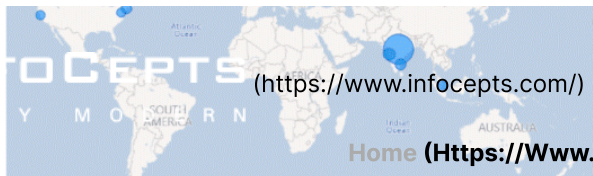


How many and where are they located?



1856024

Having offices in USA, India, EMEA and APAC Region.



Total Associates

Providing solutions every Day to 130,000+ Users to Drive Better Business Decisions

23804 85600 25345 50000

INDIA USA APAC EMEA

What do they think about Work from Home?

Portfolio All Region All

According to a recent internal survey, regarding WFH Culture and favourability, associates voted on few things which they think about WFH. Where, we found less no. of people are in favour of WFH.

How many people think work from home is good?



Advantages & Disadvantages of Work from Home

WFH Advantage

Commute Time Saved
Custom Environment
Flexible Schedule
More Family Time
Saves Money

WFH Disadvantage

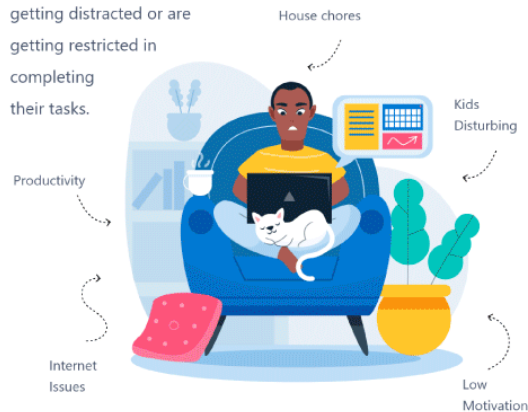
Boredom
Communication Issue
Difficulty Sticking To A Routine
Household Noise
Many Distractions

How WFH is affecting them?

Region India

Top affecting reasons

Due to which associates are getting distracted or are getting restricted in completing their tasks.



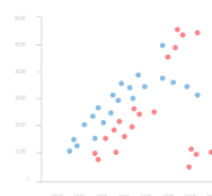
For regions: India US APAC EMEA

Based on weekly/daily surveys conducted on associates.

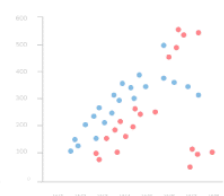
Kids Disturbance



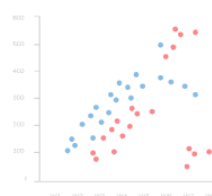
Electricity



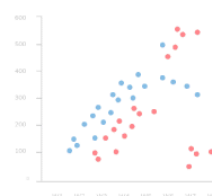
Internet issues



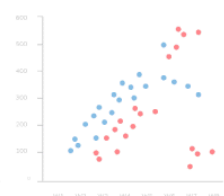
Daily chores



Productivity



Other issues



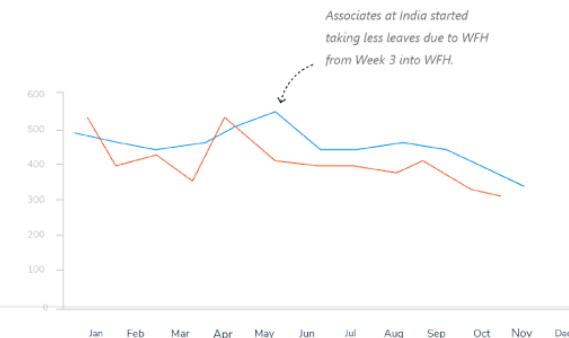
Where were they affected?

Month All

Are associates taking more leaves?

Month wise overview of leave taken by associates

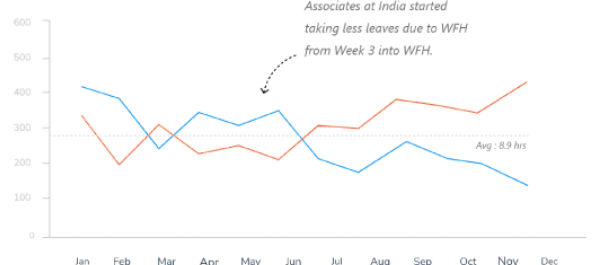
India APAC



Was there any difference in working hours?

How associates working hours have changed in this lockdown

India APAC



How company is getting affected?

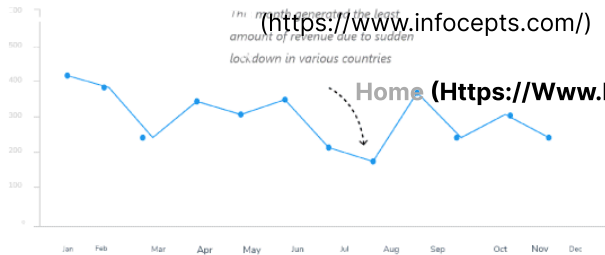
Based on Revenue, Information security and other major factors that affects companies stability.

Month All

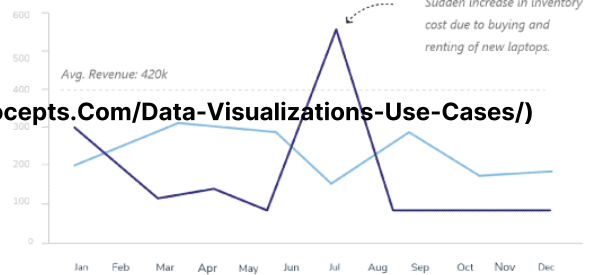
Did Revenue get impacted?

Is there any reduction in monthly expense due to WFH?

Revenue generated from last year quarter to current month

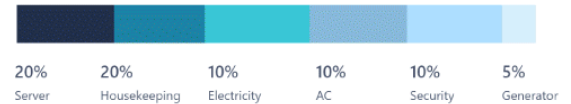


Maintenance Inventory



As majority of employees are working from home, there should be a reduction in monthly expense which are subjected to maintenance and inventory, but is it really reduced? Data has shown that maintenance expenses have drop but there has been increase in other expenses, which contributed equivalent to expenses before WFH.

Why maintenance expense is still there?



Miscellaneous expenses

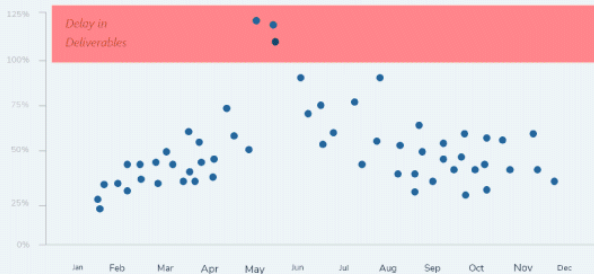
Every predictable expense like AC maintenance, Server maintenance, Cleaning expense, etc. are accounted every month, there are few expenses that are situation intended or required expenses like festival expenses, growth fund expenses, etc.. These expenses are still there, which has to be bourn by the company.



Projects which got delayed due to sudden WFH change and due to delay in infrastructure capability.

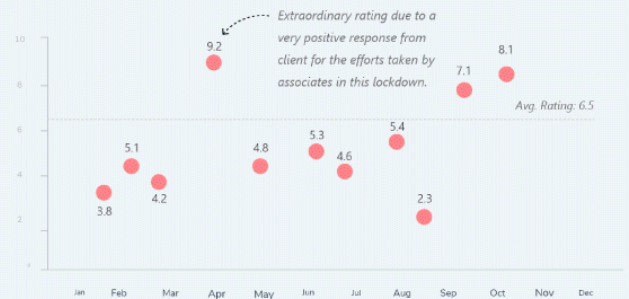
Was there any delays in deliverables?

Based on project completion in defined timeline



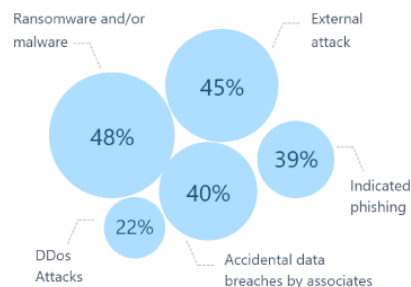
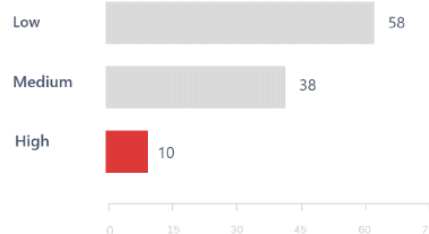
What clients are thinking about our service?

Rating factors based on feedback from clients



Did we experience any Cyber Threats?

Based on the threat impact level



Human errors are the biggest threats to any company

Data breaches and phishing attacks are more likely to be caused by an associate sending an email to the wrong person or clicking a link from an external source, which leaves the company security at high risk.

All data have been cooked up.

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