DATA CONSOLIDATION, ANALYTICS, AND DASHBOARDING DRIVE SIGNIFICANT GAINS IN LABOR PRODUCTIVITY

4-week engagement · 15% productivity increase enterprise-wide within 6 months · Platform now helping drive further increases via major automation initiative

SYNOPSIS

The operating team of a mid-market PE firm sought to help one of its portfolio companies in the health care tech space gain a better understanding of productivity drivers and identify possible strategies to improve. The firm had several hundred employees distributed over nearly 100 facilities across the country and relied heavily on manual labor input.

SOLUTION

The PE operating team introduced Horizon to the firm's COO and broader management team. We were retained to develop a dashboard to give facility managers, regional directors, and the COO a detailed but logical view into the business, including the ability to view macro trends, identify and double-click into specific issues, and identify benchmarks for output, productivity, and quality. Over 4 weeks, our team stood up a relational database and built out an operational version of the dashboard on which facility managers were trained.

VALUE

Horizon worked closely with the executive team, regional directors, and facility managers to build out a focused Power BI dashboard with a directed workflow. This allowed managers to view throughput, hours, productivity, and backlog at their facilities against historical trends and to drill into individual employee performance and technology utilization relative to real-time benchmarks.

The COO began using the dashboard to report out monthly to the board. Over 100 facility managers now use it to monitor productivity and quality at their facilities. The firm saw an overall productivity improvement of 15% within 6 months following rollout of these tools, with some individual facilities registering even larger improvements. The dashboard also serves as a platform for monitoring and optimizing implementation of a multimillion-dollar automation initiative, enabling the management team to view the uptake and impact of this new technology in real time and drive improvement of it, all through a common integrated ops management portal.