

# Improving Productivity at a Fast Growing KPO

40%  
work output  
gain

## The customer

A trusted outsourcing partner for organizations all over the world. They offer a gamut of services to clients belonging to media houses, news agencies, newspapers, publishers, marketing solutions companies and retail brands.

### CHALLENGES FACED

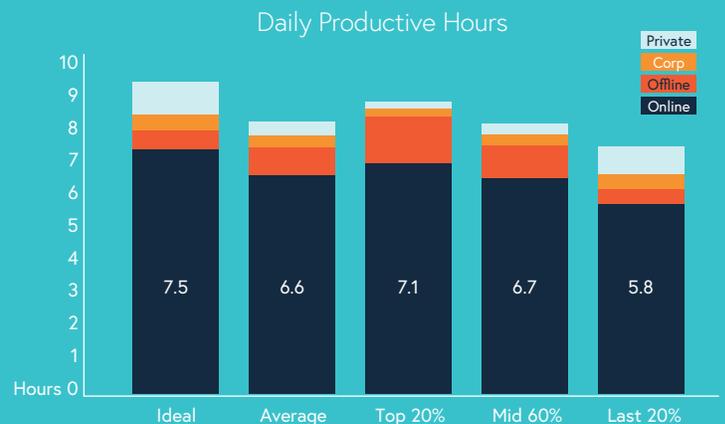
- **Lack of real-time visibility** into actual effort data
- **Work output of team reached a plateau**, any increase in output was only possible by increasing head-out

## The results

Knowing your own work patterns helps employees and the team to deliver improve performance.

Employees could see their own work day and self-correct their time spent at work by focusing on productive applications.

Managers can optimize team utilization by looking at capacity utilization data across projects.



**WITHIN A SPAN OF 6-MONTHS, OVER 40% WORK OUTPUT WAS ACHIEVED BY ENHANCING THE TIME/EFFORT BEING PUT IN.**

Daily productive hours reached 7.8 hours.

Reduced gap between top 20% and last 20% to only 1.5 hours by improving workload distribution and engagement.

Share of meetings and communication overload reduced from 40% to 15%.

### ADDITIONAL BEST PRACTICES FOR IMPROVED FOCUS

**Golden Hours:** the most productive 1-hour time periods during the day, which were further declared as "Silent Time" to ensure that the entire team focused on core support activities.

**Sapience Work Yoga™:** users adopted practices like "In the Zone" and "Managed Off-PC Intervals" to ensure more focused and efficient effort.

## About Sapience Vue

Sapience Vue is our automated Enterprise Work Activity Analytics, Insights and Productivity product that accurately captures effort data in a contactless manner and provides actionable insights for fact-based decision making by keeping employee privacy at its core. Sapience Vue is a SaaS based product built from the ground up with latest technology stack and best-in-class security.

The Sapience Vue product measures and analyzes work activity, effort and time productivity. It focuses on improving the revenue, profitability, and overall delivery capabilities of organizations. It is a truly domain and function agnostic product that is delivering value to +90 clients in 18 countries and with over 1 trillion work hours analyzed to date.

With our actionable insights, self-reporting, and predictive analytics, you can build your new Way of Working (WoW) by streamlining:

- Remote working
- Outsourcing governance
- End-user experience management
- Workforce productivity and analytics
- IT software management and
- Sales Workforce Productivity

Sapience Analytics  
7800 North Dallas Parkway  
Suite 660  
Plano, TX 75024

1877-670-8884

marketing@sapienceanalytics.com  
www.sapienceanalytics.com