Global IT Firm Transforms Customer Service

sapience

The customer

A globally recognized IT consulting and outsourcing giant that is amongst India's top 5 IT companies.

CHALLENGES FACED

- **Lack of real-time visibility** into actual workload and capacity utilization for business leaders

- **Ever-increasing** operating costs

- **Low employee retention**

- **Steady decline in profitability** over 3 years at a large 5,000 person business unit with fixed SLA rates but increasing costs

- **No leading indicators** to predict delivery issues

The findings

Daily average "work time" (total on-PC time on work related activities) per employee was 35-40% (more than 1.5 hours) lower than the company's expectations.

Uneven work distribution: long hours for top 20%, lower effort by next 60%, and below par for remaining 20%.
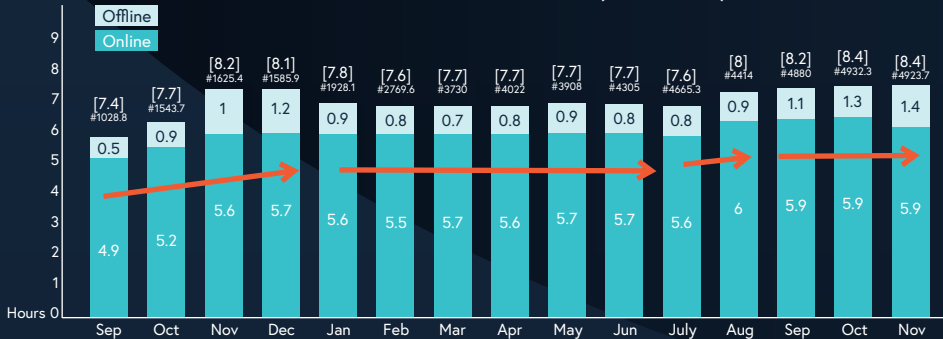
Heavy stress for top performers.

Business transformation, improved productivity, and optimal capacity utilization = High profitability

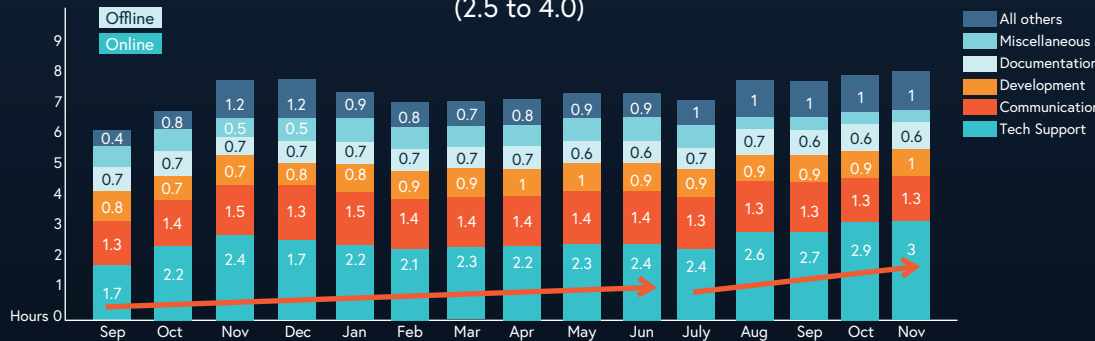**30%**
improvement in productivity

The results

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

1 hour more on-PC Work-Time (5.5 to 6.5)

Legend: Offline / Online

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov
Total	[7.4] #1028.8	[7.7] #1543.7	[8.2] #1625.4	[8.1] #1585.9	[7.8] #1928.1	[7.6] #2769.6	[7.7] #3730	[7.7] #4022	[7.7] #3908	[7.7] #4305	[7.6] #4665.3	[8] #4414	[8.2] #4880	[8.4] #4932.3	[8.4] #4923.7
Offline	0.5	0.9	1	1.2	0.9	0.8	0.7	0.8	0.9	0.8	0.8	0.9	1.1	1.3	1.4
Online	4.9	5.2	5.6	5.7	5.6	5.5	5.7	5.6	5.7	5.7	5.6	6	5.9	5.9	5.9

- Increased each employees' on-PC time by 1 hour a day in a few months.
- Increased 1.5 hours (30%) in "Value Time" (core activities).
- Substantial increase in SLAs from the 5,000 person team.
- 7% reduction in employee count for existing customers.
- Released employees moved to new customers, saving on hiring and training costs.

1.5 hour more "Value Time" for Support & Dev (2.5 to 4.0)

Legend: Offline / Online; All others, Miscellaneous, Documentation, Development, Communication, Tech Support

	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov
All others			1.2	1.2	0.9	0.8	0.7	0.8	0.9	0.9	1	1	1	1	1
Miscellaneous	0.4	0.8	0.5	0.5	0.7	0.7	0.7	0.7	0.6	0.6	0.7	0.7	0.6	0.6	0.6
Documentation	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.6	0.6	0.7	0.9	0.9	0.6	1
Development	0.8	0.7	0.7	0.8	0.8	0.9	0.9	1	1	0.9	0.9	0.9	0.9	0.9	
Communication	1.3	1.4	1.5	1.3	1.5	1.4	1.4	1.4	1.4	1.4	1.3	1.3	1.3	1.3	1.3
Tech Support	1.7	2.2	2.4	1.7	2.2	2.1	2.3	2.2	2.3	2.4	2.4	2.6	2.7	2.9	3

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