

# LEADING U.S. BANK SAVES \$6.8 MILLION IN OUTSOURCING COSTS WITH SAPIENCE ANALYTICS

- Banking, financial services and insurance

 **50,000+**  
EMPLOYEES

## CHALLENGE

As a top 10 U.S. commercial bank, management needed visibility into outsourced teams' efforts, to reduce costs, increase accountability, and make more strategic staffing decisions.

## RESULTS

 **6.8M**  
COST SAVINGS

 **533%**  
ROI

Outsourcing is an ideal strategy for companies to increase output without expanding their permanent workforce—but if you're not onsite to manage the work, it's tough to know if you're getting what you paid for. Our client, a top 10 U.S. commercial bank, did not have visibility into the daily effort of outsourced workers. Vendors submitted time reports, but our client was unable to verify their accuracy. When goals were not met, vendors recommended hiring more workers—and decision makers were unable to determine whether more hiring was justified.

## SOLUTION

Sapience gave our clients real-time visibility into the daily work of their outsourced teams. Managers were able to see:

- The number of people logged in and working each day.
- The number of hours the team worked.
- The time spent working on core tasks, engaging in meetings and communication while using work-related applications.

Using this data, business leaders re-negotiated contracts, avoided unnecessary hiring, and eliminated software costs. As a result, they achieved millions in savings. Initially, our client implemented Sapience across a team of approximately 4,000 users. After realizing how they could make confident decisions with the right insights, they expanded to 6,800 users, before moving to an enterprise-wide license agreement.



## GROWTH & IMPACT

### RELIABLE, FACT-BASED REPORTING

Sapience integrates disparate systems and collects data automatically, providing accurate, comprehensive reporting for objective decision-making.

### DATA VERIFICATION

Our client's contractor used its own system to track time. Sapience identified discrepancies between hours worked, and hours reported.

### STRONGER SERVICE LEVEL AGREEMENTS

Auditing capabilities provided work effort data needed to re-negotiate agreements with outsourcing vendors.

### BETTER WORKLOAD OPTIMIZATION

Our client is now able to determine when teams are overworked or underutilized, and work with managers to redistribute workload more efficiently.

### SMARTER STAFFING

Using Sapience data, a new policy was created requiring each manager to meet a certain utilization level before requesting headcount increases.

### SOFTWARE SAVINGS

After determining which apps workers used most often, our client eliminated unused software licenses, further reducing costs.

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Let's discuss how Sapience can help improve operations and your bottom line. Email [marketing@sapienceanalytics.com](mailto:marketing@sapienceanalytics.com).

