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FORTUNE 500 COMPANY SAVES $12 MILLION IN OUTSOURCING COSTS

- Financial technology and payments industry
- Services: Payments, processing services, consumer and channel management, risk and compliance, insights and optimization

44,000
EMPLOYEES

CHALLENGE

The customer needed to verify if they were being overbilled for their outsourced teams.

RESULTS

$ 12M
COST SAVINGS

1.5 HOUR
INCREASE IN PRODUCTIVITY

SOFTWARE SAVINGS
ELIMINATED LICENSING FOR UNUSED SOFTWARE

Companies who use Sapience are often surprised by the workforce data they gather. While it is typical to discover that workers are operating above or below expectations, it is far more shocking to learn that workers are not logging in at all. However, that is exactly what happened when a Fortune 500 financial technology company deployed Sapience across their outsourced teams. The company suspected that they were being overbilled but needed proof. They wanted to determine how many workers logged in each day, and number of hours worked.

SOLUTION

Sapience was deployed to an outsourced team of 2500 users. Sapience data quickly revealed that approximately 30 percent of workers logged in each day. Our client was charged for more than three times the number of workers engaged in projects. They approached their vendor with this evidence and received $12 million in returned funds within just 6 weeks. Bolstered by this success, the company then deployed Sapience across their internal workforce. While internal teams were reporting to work, productivity was lower than expected. Using Sapience to set goals for improvement and measure progress, the company was able to increase productivity by an average of 1.5 hours per employee, per day. They have been able to sustain the increase for several years since.

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GROWTH & IMPACT

VISIBILITY INTO OUTSOURCED TEAMS' PERFORMANCE
With Sapience data, our client was able to determine how many outsourced workers logged into work each day, and how many hours were worked.

IRREFUTABLE EVIDENCE
Sapience tracks data accurately and automatically, eliminating manual timesheet errors and omissions. Data provides verifiable proof of time worked.

IMMEDIATE OUTSOURCING SAVINGS
Our client recovered $12M in overbilling within 6 weeks of deployment.

ACCURATE VENDOR COMPARISON
Sapience can be used to compare the performance of one outsourced team to another, aiding in vendor selection.

STRONGER VENDOR CONFIDENCE
Full transparency into outsourcing efforts increases confidence that work is being completed in accordance with agreed-upon contracts.

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

PROCESS AUTOMATION
Sapience helped our client identify manual processes that could potentially be automated, saving time and money.

Let's discuss how Sapience can help improve management of your contingent workforce. Email marketing@sapienceanalytics.com.