

# GLOBAL BANK CUTS OUTSOURCING COSTS BY \$18 MILLION WITH SAPIENCE

- Leading Multi-National Bank
- Financial Services Industry



**40**  
COUNTRIES



**75,000+**  
EMPLOYEES

## CHALLENGE

Adopt a data-driven approach to manage a global contingent workforce with insights into output and efficiency.

## RESULTS

**\$18M**  
COST SAVINGS

**2400%**  
ROI

When you outsource work, you're paying for results. However, if your vendors are paid by the hour, they are motivated by time—not results. Our client, a global bank, was concerned that their vendors, who were self-reporting hours, were overcharging them. They wanted to validate work activity against invoiced hours, identify opportunities for cost savings, increase productivity, and improve outsourcing management.

## SOLUTION

Sapience was deployed across a contingent workforce of approximately 6,000 workers. In a three-month time frame, they recouped approximately \$18 million in excess spending. Based on the data collected from Sapience, they also re-structured outsourced contracts for future work arrangements.

After setting up Sapience's installer on the agent's machine, the integration framework started pulling in data from the business software and applications this team consistently used. Bank leaders learned the following:

- More time spent in meetings than core activities.
- Forty percent of employees time spent managing project-related files in Outlook.
- Work data was needed to set productivity benchmarks to tie outcomes and results.

Sapience enabled this client to create an improved work environment to attract and retain top performers.



## GROWTH & IMPACT

### IRREFUTABLE, RELIABLE REPORTING

With Sapience, this financial institution increased work effort by 15 percent in just three months, providing more time for core activities, which increased output and performance.

### REBATES AND RE-STRUCTURED CONTRACTS

Our clients presented outsourcing vendors with Sapience data confirming they had been over-billed. As a result, their vendors provided rebates.

### MANAGEMENT ACROSS MILES

With global outsourced teams, management was challenging. Sapience made it easier to track hours and activity remotely.

### INCREASED PRODUCTIVITY

Sapience data detailed hours in applications, meetings, emails, and other activities. This information was used to provide baseline productivity data, and to set goals for improvement.

### PROCESS OPTIMIZATION

Understanding where teams spent their time gave managers insights to improve business processes, including workflow automation.

### SOFTWARE SAVINGS

By determining which apps workers used most often, our client was able to eliminate unused software licenses, further reducing costs.



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Let's discuss how to optimize vendor management agreements. Email [marketing@sapienceanalytics.com](mailto:marketing@sapienceanalytics.com).