

PEOPLE ANALYTICS HELPS MAJOR BANKING INSTITUTION SAVE \$650,000 IN EMPLOYEE COSTS IN THREE MONTHS

PROFILE

- Financial Services Industry
- Operate over 3,000 banking offices providing a comprehensive line of banking, brokerage, insurance, investment, mortgage, trust and payment services products to consumers, businesses and institutions.



70,000+ EMPLOYEES

CHALLENGE

Wealth Management leader at global commercial bank wanted easy access to valuable work effort data to help improve operating efficiencies, productivity, and progress on high-value tasks.

RESULTS



\$650K COST SAVINGS



3 MONTHS TIME TO VALUE & SAVINGS FROM DEPLOYMENT

The bank was seeking ways to improve productivity, decrease costs, and minimize compliance risks. They wanted access to accurate, unbiased information to help business leaders make confident workforce decisions about utilization within teams, retention, hiring, and workload balancing.

SOLUTION

The bank implemented Sapience Vue for 2,000 employees across five different business units. Sapience powerful insights platform provided leadership with dashboards and flexible BI reporting engine.

Within three months, leadership realized true value from the solution with visibility to employees' daily work patterns to answer questions regarding utilization, retention, and more. With this information, they were able to save \$650,000.

IMPACT

- **Improved Wellness**

Reduced the workday of several employees identified as having extended work patterns by reallocating work assignments, automation, and elimination of non-value-added tasks.

- **Solutions to Save Time and Money**

Prevented unnecessary hiring and reallocated work to under utilized teams.

- **Increased Productivity**

Evaluated and addressed the work behaviors of underperforming employees.

- **Irrefutable, Reliable Reporting**

Experienced immediate cost savings of \$650,000 in just three months.



Let's discuss how Sapience can help improve workforce efficiency.
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