LEADING MORTGAGE LENDER SAVES OVER $16M IN PRODUCTIVITY COSTS

PROFILE

- Banking and Lending Industry
- Production and servicing of U.S. mortgage loans and managing investments related to the U.S. mortgage market

6,000+ EMPLOYEES

CHALLENGE

Implement a successful remote work strategy that enables a positive work experience while achieving improved operating performance.

RESULTS

$16.7M VALUE OF IMPROVED PRODUCTIVITY

4 MONTHS TIME TO VALUE

2 HOURS DECLINE IN NON-PRODUCTIVE WORK PER PERSON/PER DAY

When a residential mortgage and servicing company was compelled to implement a remote work strategy, they also wanted to capitalize on the opportunity to dramatically improve operations and scale business. With data available from multiple systems, management lacked a clear picture of work patterns to help predict completion of tasks, utilization, attrition, systems used, and more. The leaders wanted a non-evasive solution to deliver reliable, simplified analytics that demonstrate where and how loans were being efficiently processed. It was important that the solution implemented would improve the productivity of their teams.

sapience

VUE how your business **REALLY** works.

SOLUTION

Sapience Vue was easily implemented and provided powerful insights with dashboards and flexible BI reporting and analytics. Managers gained visibility to their team's work patterns to help guide efforts toward the right priorities. Within four months, leadership realized true value from the solution allowing them to further optimize resources, realign and right size teams resulting in approximately a two-hour increase in productive work time within the same work-day per employee.

- Leaders set goals about expected work hours-based Sapience data and reporting.

- Leaders set goals about expected work hours on productive applications.

- Managers reviewed the work data to ensure teams were spending time on the right activities, removing distractions and unnecessary, unproductive work to improve time on core work activities.

- Managers were able to do better workload allocation to ensure teams were spending time on the right work activities.

IMPACT

- **Executive Insight**
  C-Suite utilized data and insights for their leaders and teams to monitor KPI's, achieve operational excellence, inform work model forecast and overall business strategy.

- **Substantial ROI**
  Our client implemented solutions to save time and money and quickly realized reductions in spend and unproductive work efforts leading to more efficient daily operations.

- **Irrefutable, Reliable Reporting**
  Accurate data to properly evaluate and address work behaviors of top performing and non-performing employees to help employees be more productive daily.

- **Ease of Integration**
  Simple, non-intrusive integration with client's existing technology to connect to data that allowed them to quickly start pulling in work pattern data and some reports by end of day.

Let's discuss how Sapience can help improve workforce efficiency.
Email marketing@sapienceanalytics.com.

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VUE how your business REALLY works.